



PY 21 WIOA

Annual Narrative

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STATE OF TENNESSEE
STATE WORKFORCE DEVELOPMENT BOARD

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December 1, 2022

The Honorable Bill Lee
State Capitol, First Floor
Nashville, TN 37243

Governor Lee,

The Tennessee State Workforce Development Board is pleased to provide you with the Workforce Innovation and Opportunity Act Annual Report for Program Year 2021-22. Under your direction and leadership, implemented through the State Workforce Development Board and the Tennessee Department of Labor & Workforce Development, we are proud to highlight another successful year of connecting Tennesseans with job opportunities and hiring employers.

Funding made available through the federal Workforce Innovation and Opportunity Act (WIOA) has strengthened the State's public workforce system and proven timely as the Tennessee economy continues to experience unprecedented and exciting growth. The WIOA funding supports the network of American Job Centers and employment and training services that assist Tennesseans as they seek quality jobs and meaningful careers. As a result of this WIOA funding and efforts of dedicated staff at the Tennessee Department of Labor & Workforce Development, 410,580 Tennesseans received 2,797,048 reportable services during the 2021-22 program year.

This achievement and many of the activities and accomplishments shared in this report would not have been possible without the numerous public and private sector partners engaging in the Tennessee workforce system. As we look to raise Tennessee's labor force participation rate to 65% by 2025, we must continue this culture of collaboration and partnership to build a robust pipeline of skilled workers to in-demand jobs in Tennessee. The State Workforce Development Board is grateful for these partnerships, and we look forward to our continued collaboration with businesses, government, and education providers to support the communities and citizens of Tennessee.

Sincerely,

Tim Berry
Vice President of Human Resources, The Dollywood Company
Chairman, Tennessee State Workforce Development Board

Deniece Thomas
Commissioner, Tennessee Department of Labor & Workforce Development

Executive Summary

The Tennessee Workforce Innovation & Opportunity Act (WIOA) Plan embodies the essence of the State's vision to have the nation's premier workforce system. Broadly speaking, Tennessee's public workforce system includes three primary state workforce agencies: Labor and Workforce Development, Human Services and Education. However, the Department(s) of Economic and Community Development and Corrections were key contributors to the design and coordination of strategic and operational components.

We will continue to leverage our existing assets in each local workforce development area to attract new businesses and to help our existing businesses expand and remain competitive. The services we provide across the State have allowed Tennesseans to successfully enter the workforce despite numerous barriers to employment. By providing services to employers and citizens, we are paving the way for a brighter future for all Tennesseans.

Throughout Program Year 2021, the work of Tennessee's workforce system was guided by these four key elements outlined in our State Plan:

- 1) Improving skills and credential attainment by expanding vocation education and workforce development programs;
- 2) Supporting regional and rural economic development strategies;
- 3) Enhancing services and opportunities for justice-involved citizens; and
- 4) Streamlining the delivery of support services in workforce development by collaborating with key agencies and organizations.

The SWDB remains committed to implementing the above-mentioned initiatives by collaborating with our partners in Human Services, Education, Economic and Community Development, Corrections, and other stakeholders to build a skilled and educated workforce. By leveraging our assets at the state and local workforce development levels, we continue to attract new businesses while helping our existing businesses expand and remain competitive. Equally as important, the services we provide across the State have allowed Tennesseans to successfully enter the workforce, despite numerous barriers to employment in addition to the challenges faced in the past couple of years during the COVID pandemic.

Tennessee recognizes the need to continually find innovative ways of approaching our ever-changing technology, workforce, and business needs. Our American Job Center partners continue providing excellent services while establishing new and innovative ways to advance the mission for Tennessee to become the premier workforce system in the nation.

State Workforce Development Board

The Tennessee Department of Labor and Workforce Development (TDLWD) serves as the administrative entity for all Workforce Innovation and Opportunity Act (WIOA) funds awarded to Tennessee from the US Department of Labor (USDOL). USDOL Region 3, located in Atlanta, Georgia, provides federal oversight and technical assistance to TDLWD on all programmatic and fiscal matters.

Multiple federal agencies have oversight of programs contained in the TN public workforce system including USDOL, the US Department of Education, the US Department of Agriculture, and the US Department of Health and Human Services.

Former Governor Bill Haslam's Executive Order 46 designated the reconstitution of the State Workforce Development Board (SWDB) per Section 101 of WIOA. A State Board was appointed by the Governor according to WIOA. The State Board and Tennessee Department of Labor and Workforce Development are responsible for guiding the establishment of a statewide, seamless one-stop delivery system, called the American Job Center system (Workforce System).

The SWDB has four committees, including an Executive Committee composed of the Chair, Vice-Chair, and committee chairs. The Executive Committee shall have supervision of the affairs of the Board between its business meetings and conduct necessary business to ensure compliance with the Workforce Innovation and Opportunity Act (P.L. 113—128) as may be amended from time to time, and applicable State and Federal regulations. The Executive Committee may make recommendations to the Board and perform such other duties as are specified in the bylaws. The Executive Committee shall be subject to the order of the Board, and none of its acts shall conflict with these bylaws or policies of the Board.

There are three standing committees of the Board, for which the Board Chair appoints a Chair. These individuals are joined by a Vice-Chair, Staff Liaison, and other Board members with the opportunity to develop ad-hoc committees to include additional partners from higher education, HUD, Community Service Block, Mental Health, and community/faith-based organizations. The committees shall convene at least four times per year in advance of the full Board meetings and as needed upon the advisement of the Board Chair.

Oversight Committee- the Oversight Committee has the following responsibilities:

- Advise the Governor on program and policy changes under WIOA;
- Be the lead monitor of State's performance/accountability;

- Serve as an advisor to review statewide program alignment, assessment, and evaluation of statewide workforce systems; and
- Review and make recommendations on funding allocations

Ad-Hoc Committees:

- Fiscal and Reporting Workgroup
- Joint Monitoring and Compliance Workgroup

Operations Committee - the Operations Committee has the following responsibilities:

- Oversee the continuous improvement of WIOA programs, activities, and operations;
- Be the lead coordinator of policies and provision of WIOA services;
- Review and make recommendations for performance reporting, including Labor Market Information;
- Oversee all WIOA Youth program initiatives; and
- Lead the development, maintenance, and modification of State, Regional, and Local plans

Ad- Hoc Committees:

- American Job Center and Job Seekers Workgroup
- Integrated Workforce Strategy/Employer Focused – Business Services Workgroup
- Integrated Workforce Strategy/Employer Focused – Apprenticeship & Work-based Learning Workgroup

Innovation Committee- the Innovation Committee has the following responsibilities:

- Identify and share workforce system evidence-based best practices;
- Develop strategies for technology alignment and integration;
- Be the lead reviewer of service-model strategies in WIOA programs; and
- Special Projects (Grant Announcements, Funding Opportunities)

Ad- Hoc Committees:

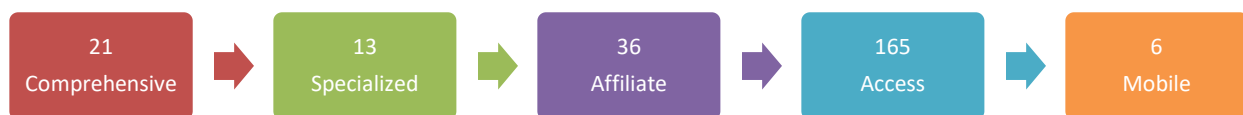
- Data and Performance Workgroup

American Job Centers Tennessee

The American Job Centers (AJCs) of Tennessee combine local, state, and federal workforce development services through a customer-centered approach. Businesses can readily find workers and jobseekers have the opportunity to receive training assistance and the latest career information. Each AJC offers: phone and internet access, job application workspace, automated Labor Market information, technical assistance in navigating Jobs4tn.gov (Tennessee's public jobs database), meaningful Unemployment Insurance assistance,

workshops, job placement, recruitment and training referral services. In PY 2021, Tennessee was operating 21 comprehensive centers, 36 Affiliate centers, 13, Specialized centers, 165 access points, and 6 mobile AJCs.

Business services teams (BST) work across programs and schedule employers to recruit on-site. Based on the onboarding needs of the employer, jobseekers with the desired qualifications are invited to the American Job Center. As a result, the employers get to meet with individuals that are determined to be the best candidates. The BST reviews job vacancy reports in Jobs4tn.gov to determine those positions that unfilled after 30 days. This information is vital in determining which companies and or sectors require the services of the team. Using this model, Tennessee produced greater outcomes.



Mobile American Job Centers

The Mobile American Job Centers offer services similar to those found in a brick-and-mortar American Job Center (AJC). These Mobile AJCs provide internet connectivity, computer lab, copier and scanner and an adaptable venue for Job search assistance on Jobs4tn, various workshops, resume assistance and interviewing skills. Our Mobile AJCs can also serve as recruiting centers for new and expanding businesses.

In PY 2019, the six (6) Mobile AJCs served 2,562 participants at 541 mobile events across the state. The Mobile American Job Centers conducted events across the state. Many of those counties were rural and below the poverty level. The MAJCs serve as a support system for numerous job fairs and other events.

The units also serve as rapid response centers for dislocated workers and employers during mass lay-offs and natural disasters.

Virtual American Job Center

The Virtual American Job Center (VAJC) provides a digital experience for Tennesseans to learn about services offered through the Department of Labor and partner agencies. The goal of the VAJC is to enable a self-service model that will improve the service exploration experience.

Through the new VAJC website, Tennesseans will be able to discover services and programs available through their local brick-and-mortar AJC, understand what they may be eligible for based on personal information provided, and get connected with their local AJC by scheduling an appointment online. A key feature included is the eligibility wizard which will help users understand what services they qualify for based on their demographic information. This feature is an example of the self-service model empowering users to explore service available independently and expediting the enrollment and intake process for case managers.

The vision of the Virtual American Job Center is to develop a dynamic and adaptable system designed to foster cooperation between internal and external partner programs. In so doing, it will live up to the expectations of our clients by providing consistent high-quality customer service. By providing easily digestible and accessible information, the VAJC will positively impact the state as a whole especially in distressed and rural communities, and to individuals who lack physical access to an American Job Center. The planned launch date for the VAJC website is December 2020.

The Virtual American Job Center (VAJC) delivers more than just a website



Overview of Customer Satisfaction in Tennessee

The State of Tennessee uses a customer relationship management tool (CRM) called Zendesk to capture any requests for the department and streamlines that work in one system where staff are then assigned to work specific tickets. The Zendesk system takes tickets, phone calls, emails, and chat messages to create one profile for each customer. That profile then tracks any additional request or updates from the customer. This creates efficiencies for the department and avoids staff from working on the same request from a customer. An additional feature within Zendesk is its ability to track and report customer satisfaction for each unit.

Zendesk provides customizable options for receiving feedback regarding customer satisfaction when customers contact us through our communication channels of ticket, email, telephone, and live chat. When a customer contacts through the Zendesk system, a customer service ticket is created and time-stamped each time the ticket is updated by the customer and agent. When our staff resolve the customer's request and the ticket has been changed from an open ticket to a solved ticket, a follow up email is sent to request the customer's feedback. This satisfaction survey email can be customized to be sent to the customer immediately or after a set amount of calendar or business hours.

The customer satisfaction email asks the customer "How would you rate the support you received?" and the customer has the option to click "Good, I'm satisfied" or "Bad, I'm unsatisfied." Below these two options is a text field to add optional comments about the customer support received. These satisfaction ratings, customer comments, and rating reasons are aggregated by the Zendesk Explore reporting feature. We then can access the data to create daily or weekly reports that are sent to our Executive leadership and managers of different teams for review. These reports provide a snapshot of the percentage of tickets that are rated good or bad by our customers. The reports also include a list of customer comments that have valuable information about their interaction with our staff and the level of customer service they received. These reports allow us to provide real time data from the organizational level all the way down to a particular unit or customer which helps manage programs.

Strategic Vision

Under the guidance of the State Workforce Board, clarified in their recommendation to Governor Bill Lee, the Tennessee Department of Labor & Workforce Development was charged with developing a State plan that seamlessly integrates the service delivery of all programs, to improve the successful outcomes for the Tennesseans that utilize our programs. This primary goal centers on maximizing the co-enrollment opportunity, developing new intake and referral

processes across programs, and designing a reporting system to better analyze performance and outcomes.

Connected to the strategy of tighter integration between programs, the State launched a Key Performance Indicator initiative that provides performance and planning resources to the Local Workforce Development Areas (LWDA), across all major programs. The progress thus far has allowed the LWDAs to clearly visualize how all programs can improve performance, as well as conceptualize opportunities to maximize co-enrollment strategies.

Within the framework established for the Tennessee Workforce Development System (TNWDS), the underlying goal centers on activating the various programs in more intentional and integrated ways to support the state's vision to bring forward a multi-agency strategy to better serve Tennesseans. In turn, the opportunity to integrate all workforce programs into the TNWDS supports the vision of the State Workforce Board to increase participation and performance in a more integrated manner.

The progress thus far has highlighted how a multi-agency strategy, combined with a value for streamlined program integration, can produce new levels of effectiveness and efficiency. The Re-Employment strategy for TNWDS has provided a space for Title I, Title II, Title III, and Title IV programs to begin crafting new procedures, that also incorporate resources from higher education and other public programs.

The ultimate vision is to increase performance for each program individually by adding service capacity collectively through an integrated approach. Integrated service delivery for both the job seeker and the employer will be supported through the execution of department-wide strategic initiatives and CFG goals listed in this section:

TDLWD STRATEGIC INITIATIVES 2021-22:

- 1) Improve operational effectiveness across all divisions.
- 2) Achieve customer service excellence across all divisions.
- 3) Demonstrate a clear connection to current industry/employers and the TN workforce development system.
- 4) Ensure clear pipeline development infrastructure within the TN workforce development system.
- 5) Establish clear integration with economic development and the TN workforce development system.
- 6) Attain outcome visibility – clear data/reporting and predictive analytics.
- 7) Create a talent development plan that fosters personal growth and development so that the department can achieve its strategic goals.

Drive to 55

Drive to 55 Alliance is an initiative not just for higher education but a mission for workforce and economic development, a drive to reduce unemployment and improve quality of life for Tennesseans. The work of the Alliance is to help generate greater private sector awareness, ownership, and support for the long-term steps needed in college entry and completion, adult education and training, and identifying and closing skills gaps to better prepare our workforce and our state for the future. The end goal of the Alliance is to see 55 percent of Tennesseans equipped with a college degree or certificate by the year 2025. This initiative includes two primary programs:

1. *Tennessee Promise* is a scholarship program to help more Tennessee high school graduates attend college. The program offers high school graduates two years of community or technical college tuition-free. Volunteer mentors are critical to the program's success. TnAchieves is the Tennessee Promise mentorship organization that recruits and supports mentors for students across the state. Tennessee Promise participants must complete and submit eight (8) hours of community service per term enrolled, as well as maintain satisfactory academic progress (2.0 GPA) at their respective institution. TDLWD supports this initiative by providing volunteer mentors.
2. *Tennessee ReConnect* targets adults who do not already have an associate or bachelor's degree by enabling them to attend community college or technical college tuition-free. TDLWD supports this initiative by training staff to become Tennessee ReConnect Ambassadors.

Sector Strategies, Career Pathways, and Waivers

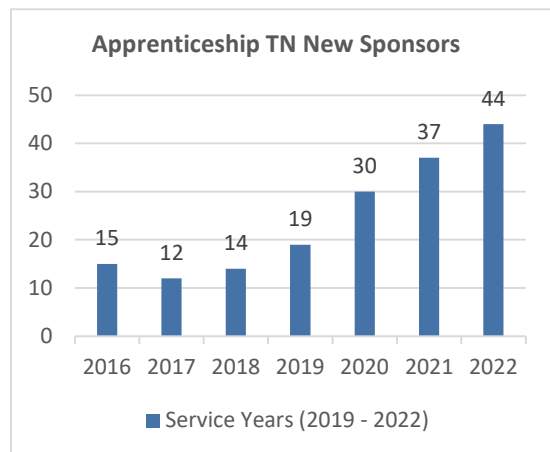
Sector Strategies & Career Pathways

K-12: Regional CTE CORE Consultants will operate in the eight Centers of Regional Excellence (CORE) regions of the state to lead the alignment of local education institutions and employers. CTE CORE Consultants act as the "glue" between school districts, postsecondary institutions, employers, and community leaders facilitating communication and collaboration. A successful model would be a student completing a TN Pathway at their high school with college credits and/or an industry-recognized credential and then WIOA assists with the transition into post-secondary to obtain their degree or certification. The WBL framework strategically aligns with the CTE CORE Consultants' job tasks and the coordination is the same; TDOE Regional & WBL coordinators will assist in finding students valuable high-quality work experiences to gain employability skills and career exploration opportunities.

SNAP E&T career pathway development through Step into Work initiative that aligns with SNAPs vision and purpose to help SNAP recipients to meet work requirements; to gain skills,

training, or experience to increase the SNAP recipient's ability to obtain regular employment and; reduce dependence on SNAP benefits and other public assistance. Example would be: SNAP E&T pays for a participant to receive CNA certification which is currently a non-approved training program under WIOA and then WIOA moves the participant into LPN or another health care occupation. SNAP E&T partners with Title I programs to offer career pathway development. We share the joint purpose of helping SNAP recipients meet work requirements; gain skills, or obtain job related training to increase the SNAP recipient's ability to obtain regular employment and; reduce dependence on SNAP benefits and other public assistance. Examples would be: SNAP E&T pays for a participant to receive CNA certification which and then Title I moves the participant into LPN or another health care occupation.

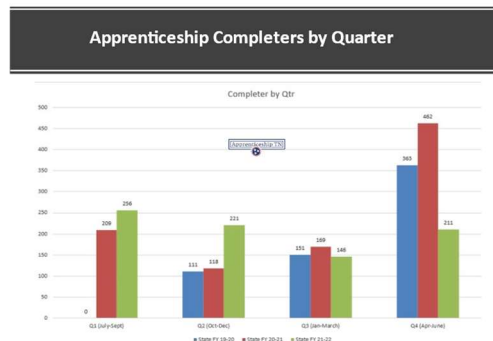
Apprenticeship TN



Apprenticeship TN continues to promote Registered Apprenticeship Programs (RAPs) and increased participation with employers throughout Tennessee. In April 2022, Tennessee was approved by the US DOL as a State Apprenticeship Agency, authorized to approve programs on behalf of the US DOL. As a result, the Apprenticeship TN team has grown to include a State Director, three regional Directors, an Assistant Director, a Grants Manager, a Compliance Officer, and support staff. The team works closely

with the Regional Business Services Directors of the nine Local Workforce Development Boards (LWDBs) to connect employers who are establishing or expanding RAPs in their regions with WIOA services and funding options to support the expansion of activities working with the state's nine regional LWDBs. For the first time since the inception of the Apprenticeship TN program, both grant and legislated State funds were allocated for Apprenticeship operations for FY 22.

From July 2021 through June 2022, 52 new sponsors, representing 26 industry sectors, were registered. While the traditional careers of Construction (58%) and Utilities (15%) led growth areas. Tennessee also partnered with Tennessee Department of Education and local educators to create a national model apprenticeship program in K-12 Education. In addition to engaging new sponsors, Apprenticeship TN continues to expand the number of registered occupational programs within existing sponsors, which in turn provides more opportunities for individuals to enter apprenticeship programs. From July 2021 to June 2022, Tennessee added 39 new occupational programs to existing sponsors. Since the origin of the ASE expansion grant, over 920 participants have been served. Including those ASE participants, the number of apprentices in Tennessee through 2022 grew to an all-time high, serving 7,019 apprentices, with 2,417 having completed a Registered Apprenticeship program.



Waivers

In program year 2021 Tennessee had two WIOA waivers that were approved. The following identifies each waiver and the waiver's intentions to affect performance outcomes:

1. **Waiver associated with the requirement that local areas expend 75 percent of local formula youth funds on out-of-school youth.** - effective October 1, 2018 to June 30, 2020.

The approval of this waiver permits LWDBs the opportunity to determine how best to meet the educational and training needs of youth with other barriers regardless of school status, and specific to the population, geographical location, and economic and employment conditions within each LWDA. Additionally, increasing outreach to ISY while maintaining a focus on serving OSY will help develop a larger pool of young people qualified and prepared to meet the current and future needs of employers in their workforce areas and throughout Tennessee.

This waiver allowed local areas to consider their demographic needs and provide direct resources to in-school youth populations determined to have the highest need; in turn creating a stronger workforce pipeline. For several of the areas, ISY enrollment has increased more than 100%.

2. **Waiver to allow WIOA Individual Training Accounts for in-school-youth** - effective October 1, 2020 to June 30, 2022.

The Youth program received a 50/50 waiver from the Department of Labor to be able to serve Out of School Youth and In-school Youth at the same percentage. Without this waiver the Youth program would have to serve 75% Out of school Youth and 25% in School Youth.

Performance Accountability System

In addition to the core measures of performance The State of Tennessee is also using two metrics to measure effectiveness of serving employers. The first being repeat business customers, which measures how many businesses choose to repeatedly utilize the state's business services team. The second measure being used by the state is the Employer Penetration Rate which measures the number of employers in the state using business services against the total number of employers in the state. Tennessee's Core measures of performance can be seen below.

PY21 WIOA Core Measures of Performance

PY21 WIOA Core Performance Measures	Targets	Tennessee			
		Q1	Q2	Q3	Q4
Adult Measures					
Exiters		3754	3427	3199	3253
Participants Served		7076	6745	6784	7041
Employment Rate 2nd Quarter after exit	82.5%	81.7%	80.8%	81.3%	81.8%
Employment Rate 4th Quarter after exit	82.5%	81.3%	80.3%	79.9%	79.2%
Median Earnings 2 nd Quarter after exit	\$ 6,680	\$ 6,835	\$ 7,290	\$ 7,245	\$ 7,517
Credential Attainment w/in 4 Quarters after exit	63.5%	75.8%	75.3%	74.0%	73.1%
Measurable Skills Gains	53.0%	64.4%	68.2%	68.4%	72.7%
Dislocated Worker					
Exiters		1184	1161	1133	1067
Participants Served		2433	2314	2163	2150
Employment Rate 2nd Quarter after exit	82.5%	80.9%	81.0%	81.5%	82.6%
Employment Rate 4th Quarter after exit	82.5%	80.2%	81.3%	81.5%	82.0%
Median Earnings 2 nd Quarter after exit	\$ 7,650	\$ 8,021	\$ 8,840	\$ 8,855	\$ 8,762
Credential Attainment w/in 4 Quarters after exit	67.0%	72.3%	71.8%	72.3%	70.4%
Measurable Skills Gains	49.0%	66.0%	68.9%	69.6%	73.7%
Youth					
Exiters		1599	1545	1669	1822
Participants Served		3715	3929	4019	4057

Employment Rate 2nd Quarter after exit	77.0%	77.2%	79.4%	81.5%	81.5%
Employment Rate 4th Quarter after exit	76.0%	77.0%	77.0%	76.8%	77.7%
Median Earnings 2 nd Quarter after exit	\$ 3,400	\$ 3,878	\$ 4,413	\$ 4,285	\$ 4,819
Credential Attainment w/in 4 Quarters after exit	70.0%	58.7%	62.0%	63.8%	64.8%
Measurable Skills Gains	47.0%	56.0%	55.6%	56.6%	61.9%
Wagner-Peyser					
Exiters		18669	20,489	19,849	18,251
Participants Served		22504	21,882	20,339	20,509
Employment Rate 2nd Quarter after exit	69.5%	59.8%	58.1%	59.1%	59.7%
Employment Rate 4th Quarter after exit	67.0%	64.1%	63.4%	63.4%	62.8%
Median Earnings 2nd Quarter after exit	\$ 4,800	\$ 5,467	\$ 6,049	\$ 5,916	\$ 5,901

Program Year 2021 Key Performance Indicator Information

Key performance indicators (KPIs) quantify Tennessee's progress toward the core objectives of WIOA, listed below. Tennessee's seeks to become "the best public workforce system in the nation." The scope of KPIs is revised annually in order to best align with these objectives. Target progression is reviewed quarterly by the State Workforce Development Board (SWDB).

Workforce Innovation and Opportunity Act Objectives

1. Increase access to education, training, and employment- particularly for people with significant barriers to employment.
2. Create a comprehensive, high-quality workforce development system by aligning workforce investment, education, and economic development.
3. Improve the quality and labor market relevance of workforce investment, education, and economic development efforts.
4. Promote improvement in the structure and delivery of services.
5. Increase family-sustaining wages, meet employer need, and enhance the productivity and competitiveness of Tennessee.

PY21 Scope and Measure

The twelve (12) Tennessee SWDB's KPIs for the year of July 1, 2021 – June 30, 2022, were as follows:

Adult, Dislocated Worker, and National Dislocated Worker: new enrollments.

Apprenticeship: total apprentices.

Adult Basic Education: new enrollments.

Integrated English Language and Civics Education: new enrollments.

Jobs for Veterans: new enrollments.

Justice-Involved Individuals: new enrollments.

Reemployment Services: co-enrollments.

Senior Employment: exits resulting in unsubsidized employment.

SNAP Employment and Training: new enrollments.

Trade Adjustment Assistance: co-enrollment rate with Title I Dislocated Worker.

Wagner-Peyser: new enrollments.

Youth: new enrollments.

Key Performance Indicator Achievement

Tennessee

Key Performance Indicator

Program Year Achievement

July 1 through June 30

Adult, Dislocated Worker, and National Dislocated Worker

New Enrollment

Adult Basic Education

New Enrollment

Apprenticeship

Total Apprentices by June 2023

Integrated English and Civics Education

New Enrollment

Jobs for Veterans

New Enrollment

Justice-Involved Individuals

New Enrollment

Reemployment Service

New co-enrollment

Senior Employment

Exits into un-subsidized employment

SNAP Employment and Training

New Enrollment

Trade Adjustment Assistance

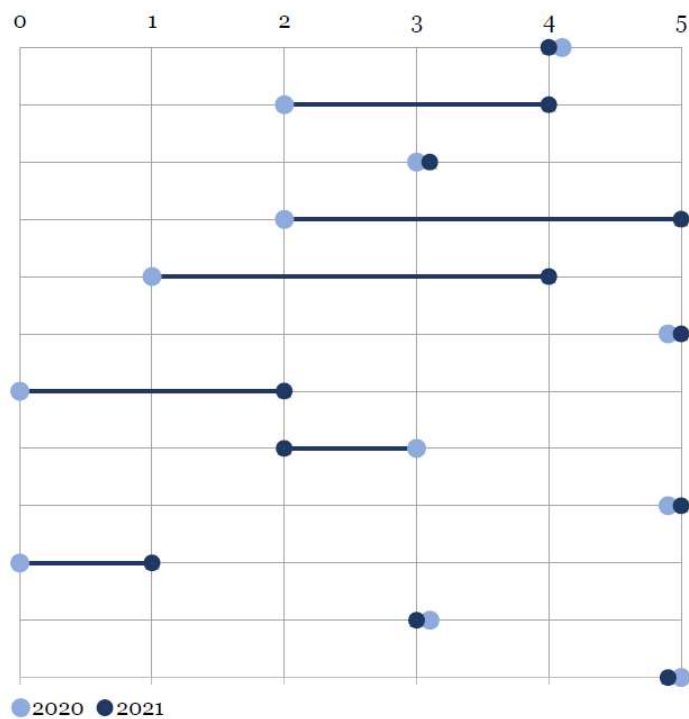
Co-enrollment with Dislocated Worker

Wagner-Peyser

New Enrollment

Youth

New Enrollment



Source: Jobs4TN, RAPIDS, and SPARQ

Legend

Best Practice	5
Target Achieved	4
Approaching Target	3
Needs Improvement	2
Needs Significant Improvement	1
Unacceptable	0

Additional Information

For additional information, please see the Tennessee Department of Labor and Workforce Development Workforce Services' current **Key Performance Indicator Policy**:

<https://bit.ly/3glzkVu>

Common Exit Policy

The state maintains a common exit policy for Title I Adult, Dislocated Worker and Youth, Trade and Title III Wagner-Peyser. The policy is reflected in and managed by the virtual one stop website.

Data Validation

The department conducts annual Data Element Validation (DEV) in accordance with requirements outlined in the WIOA and Training and Employment Guidance Letter 23-19. DEV is a regular data integrity review of program data for errors, missing data, out-of-range variances in values reported, and other anomalies. DEV requires documentation that missing and erroneous data identified during the review process have been corrected. An additional requirement is a documentation processes for maintaining records per the Federal records retention policy on results, which may include copies of worksheets on data elements or records reviewed, frozen quarterly wage records for wage record matching used for reporting outcomes, trends in common data accuracy issues, error rates, and corrective action efforts made after data validation reviews. DOL recommends regular assessments of the effectiveness of the data validation process (at least annually) and revisions to that policy and process as needed.

PY20 DEV Findings

Adult – The state managed to keep all but one data element below the 5% error threshold for the Adult program. Element 1811, date enrolled during program participation in an education or training program leading to a recognized postsecondary credential or employment (WIOA), had a post correction error rate of 5.08%. This most likely indicates that each area has different policies about what constitutes an enrollment and how the enrollment is recorded in Jobs4TN.

There are also several areas of concern where multiple data elements caused issues across numerous areas for similar reasons to element 1811. The following elements had error rates between 3% and 4.99% or more than one local area failed to reduce the error rate below 5% during the correction process. Elements 901 Date of program exit, 1302 Date entered training, 1308, Date completed or withdrew from training, 1813 Date completed training during participation. The common error with these elements is that they are missing documentation to support the date recorded in Jobs4TN or the documentation had a different date than what is recorded in Jobs4TN.

Dislocated Worker – All Dislocated Worker data elements were maintained below 5% for the State. There were fewer total areas of concern in the DW program after corrections. The following elements had error rates between 3% and 4.99% or more than one local area failed to reduce the error rate below 5% during the correction process. Element 410, Date of actual dislocation; Element 900, date of program entry; Element 1302, date entered training; Element 1811, date enrolled during program participation in an education or training program leading to a recognized postsecondary credential or employment (WIOA). These errors present the same common theme as was seen in the Adult program where documentation was either not present or it lacked the date to corroborate what was recorded in Jobs4TN.

Youth – The state exceeded the 5% error rate in four youth data elements. Elements 900, Date of program entry; 1308, Date completed or withdrew from training; 1811 date enrolled during program participation in an education or training program leading to a recognized postsecondary credential or employment (WIOA); 1813 date completed, during program participation, an education or training program leading to a recognized postsecondary credential or employment (WIOA). Additional elements of concern are 901, Date of program exit; 1302 date entered training; and Element 1811, date enrolled during program participation in an education or training program leading to a recognized postsecondary credential or employment (WIOA). Again, these errors are connected to how dates are recorded in Jobs4TN and the documentation that is collected to corroborate the recorded date.

[Eligible Training Provider List](#)

TN ETPL is actively improving internal processes to provide the best outcomes for providers and program participants. In early 2022, new standard operating procedures set into place guided the processing of two separate state appeals. These new operating procedures ensured that all parties participated in a fair and timely appeals process.

As Apprenticeship TN continues its growth trajectory, TN ETPL recognizes their efforts bring great new opportunities for the ETP list. As a result, TN ETPL and Apprenticeship TN

collaborated this year to streamline the process that welcomes interested Registered Apprenticeships to the ETP list. Updated policy relating to Registered Apprenticeships has been drafted by TN ETPL and is in the final stages of review.

The number of providers has grown to 191. They are as follows:

- 108 - Private Schools
- 27 - TCATS
- 11 - Four Year Public Institutions
- 20 - Community Colleges
- 20 - Registered Apprenticeships
- 5 – Community-Based Organizations

All providers, except Registered Apprenticeships, are required to submit annual performance reports to TDLWD. This is the second year the report will contain individual-level data for all participants in programs offered by ETPs. This report is then combined to submit the yearly ETPL Federal reporting. Beginning with Program Year 2020, reporting requirements expanded to include program completion rates for all students (both WIOA and non-WIOA). This data is being used to construct a baseline of program performance which WIOA participants may access. With program performance rates at their fingertips program participants will enjoy a higher level of informed consumer choice.

[Migrant Seasonal Farmworkers \(MSFW\) and H2A-B](#)

During program year 2021, Tennessee continued to operate and oversee the employment services to the MSFW population. TN recorded 204 registered individuals that identified as MSFW in program year 2021.

A continuous challenge faced during this program year and previous years is increasing the participation of the MSFW population in staff-assisted and other programming available through the American Job Centers. TN's MSFW population was not identified as having a high estimated year-round MSFW activity in guidance issued by the Secretary. Having a low population requires immense outreach coordination to identify and reach the population. The State Monitor Advocate (SMA) connected with organizations across TN that are known to serve the MSFW population.

- TN has connected with, Migrant Education Programs, Southeast Non-Profit Housing, and Southern Migrant legal team.

- In efforts to reach more MSFWs throughout Tennessee we have teamed with Migrant Education Programs. Our thought is that if we can reach the children of an MSFW family then perhaps we can reach those adult MSFW by reaching their families.
- TN also are still outreaching to farm communities as H-2A inspectors performed on-site inspections. Inspectors explain what constitutes an MSFW, as well as review services available to any employed MSFWs. The intention is to inform the farmer so that they can share information with those that may identify with the defined criteria of MSFW and would like to connect to services.
- Additionally, we are beginning to perform more of onsite outreach directly with growers, during which we go over what business services are available to them. We also tour their facility to gain a better understanding of their growing process.
- The State Monitor Advocate (SMA) continues to coordinate with our NFJP Tennessee Opportunity Programs (TOPS) quarterly to share data, brainstorm ideas of outreach and service and to share best practices.

The oversight of the H-2A Temporary Agricultural Program also rests with TN Department of Labor and Workforce Development. TN operates the program with five inspectors state-wide. In program year 2019, the program has yielded the following:

- Number of inspections performed – 983
- Number of H-2A job orders - 550
- Number of H-2A workers – 6,579

Senior Community Service Employment Program (SCSEP)

The SCSEP with TN Department of Labor and Workforce Development is comprised of six sub-grantees. Four of the state sub-grantees are the administrative entities for local workforce development areas (LWDA), placing them in a direct partnership with WIOA. SCSEP sub-grantees are required to develop an Individual Employment Plan (IEP) at the time the participant is enrolled. Once found eligible the participant is paired with a Host Agency for training to begin based on their IEP. After a max time of enrollment of 48 months or sooner the participants goal is to find unsubsidized employment using the skills set gained at their Host Agency. Additionally, during enrollment other potential barriers are assessed and if needed, the participant is referred to the appropriate programs for further supportive services.

The COVID infection rate has significantly reduce throughout Tennessee allowing for in person outreach to resume as was pre-pandemic. Electronic outreach is still being used when necessary or is the best option. Team meetings are held quarterly during which the team discusses most recent updates to the program as well as address any technical assistance

needs. Within the last program year four of the six SCSEP service providers has changed. Please see updated table below.

Sub-Grantee	Counties Covered	No. of assigned slots assigned for 2021-2022
Alliance for Business and Training (<i>Northeast</i>)	<i>Carter, Johnson, Sullivan, Washington</i>	23
East Tennessee State University (<i>East</i>)	<i>Campbell, Claiborne, Morgan, Scott, Union</i>	28
The Career Team (<i>Upper Cumberland</i>)	<i>Cumberland, Fentress, Jackson, Macon, Putnam, VanBuren</i>	21
Tennessee Community Service Agency (<i>Northwest</i>)	<i>Cheatham, Houston, Humphreys, Montgomery, Stewart, Dyer, Henry, Obion, Weakley</i>	30
Northwest Workforce Board (<i>Southwest</i>)	<i>Chester, Hardeman, Hardin, McNairy</i>	18
Workforce Mid-South. (<i>Greater Memphis</i>)	<i>Shelby</i>	48
TOTAL SLOTS		168

Supplemental Nutrition Assistance Program – Employment and Training (SNAP E&T)

The Food and Nutrition Act requires all States provide Employment and/or Training opportunities for Individuals who are determined eligible for U.S. Department of Agriculture’s Supplemental Nutrition Assistance Program (SNAP). Through an interagency agreement with TN Department of Human Services (TDHS), SNAP E&T is administered through TN Department of Labor and Workforce Development (TDLWD). TDHS determines eligibility for the SNAP benefit then refers clients to TDLWD who are interested in the program.

SNAP E&T prepares participants for employment through work-related education and training activities. SNAP E&T services are offered as a voluntary program in all 95 counties. Career specialists assess all individuals and assist participants in completing an individual employment plan to identify action steps to reach the overall goal of employment with a gainful wage that significantly reduces or eliminates the need for governmental assistance. Duration of each participant’s engagement varies on background, education, and employment history of the individual.

SNAP E&T offers the following components and activities in order to increase an individual’s skills, educational level, or employability:

1. Basic Adult Education
2. Job Search Training
3. Career and Technical Education
4. Work Experience
5. Work Readiness

Governor Bill Lee, through executive order, implemented the Stay at Home Order for Tennesseans and entities at the onset of the pandemic. Local workforce development boards diverted their efforts in response by focusing on the transition of contractual staff, operations, and clean and safe environments. This meant that SNAP E&T had to modify the service delivery model and adopt practices to align with the new norm. TN transitioned staff to alternative workspaces which required service delivery to adopt an all virtual service delivery model from referral, service and exit. In program year 2020, which overlaps with WIOA program year 2019, SNAP E&T assessed 2,847 unique individuals. Of those that were assessed, 2213 were placed in at least one program component.

SNAP E&T Partnerships are also established with community-based organizations and colleges/universities. These Third-Party Partners (TPPs), receive a 50 percent reimbursement for the existing services, that mirror program components, provided to eligible E&T participants. Program year 2020 yielded 18 partnerships. Enrollments into the SNAP Employment and Training Program have increased by 15 percent in the past year, many through the partnerships with AJC, community-based organizations, and employers.

Prior to the pandemic, one major area of focus was on improving the delivery of services to people with the Supplemental Nutrition Assistance Program (SNAP) Employment and Training Program, including people with disabilities. With the combination of resources and collaboration with multiple partnerships, the chance of successful placement in meaningful work, and the individual's ability to retain the work has also increased.

[Jobs for Veterans State Grant Program](#)

The Jobs for Veterans State Grant (JVSG), or "Veterans Program" consists of 52 staff. The JVSG staff is comprised of three distinct categories:

1. Veterans Employment Representative
2. Veterans Outreach Specialist
3. Consolidated Veterans Employment Representative/ Veterans Outreach Specialist Position

Veterans Employment Representatives (VER) are tasked with conducting outreach activities to employers in order to discuss the many benefits of hiring a Veteran. The benefits of hiring a

veteran are both programmatic—including WOTCs—and intangible including being a team player; ability to follow directions; and meticulous attention to detail.

Veterans Outreach Specialists (VOS) works directly with qualified Veterans, and other eligible persons, to provide enhanced career services by removing any significant barriers to employment to ensure they are job ready.

The Consolidated Position performs the services of the VER and VOS. Members of this position are located primarily in rural areas, without a high number of eligible veterans. These staff members provided services to over 20,000 Veterans along with WP, other eligible persons, and transitioning service members. The JVSG achieved a 59% Employment Rate 2nd Quarter after Exit for veterans, an Employment Retention Rate of 86%, with six months average earnings of \$14,136.

National Dislocated Worker Grants

The State of Tennessee currently has two National Recovery Grants which are designed to assist disaster-affected participants with temporary employment, on-the-job training, paid work experience, short-term job training, and supportive services.

The COVID-19 Disaster Recovery NDWG is a statewide grant that has already expended almost \$6 million to assist over 700 participants, with projections to assist over 600 more before June 30, 2023. These funds provided a lifeline to both job-seekers and employers during the worst of the pandemic by filling crucial holes in the workforce through temporary employment and on-the-job training, and also providing humanitarian assistance such as cleaning, contact tracing, assistance with Unemployment Insurance, and other crucial needs. Now that the pandemic has evolved, we are focusing more on Employment and Training services, while also utilizing grant funding to assist eligible SNAP Employment and Training participants with Employment and Training and supportive services.

The Waverly Flooding Dislocated Worker Grant has allowed us to assist 25 participants with over \$200,000 in funding, to date, to assist victims of the catastrophic flooding of August 2021. This grant has met crucial needs in the area by providing vital humanitarian aid - including aide distribution, cleanup services, and assistance with the local schools who were devastated by floods.

With the assistance of additional guidance from USDOL, we are constantly evolving our oversight in order to quickly meet any challenges that arise. As we move forward we hope to share better ways we can respond quickly to local economic needs, implement regular discussion sessions with stakeholders to share best practices and provide Technical Assistance, and update guidance to better reflect the priorities of USDOL and to increase participation in

the grant. This updated guidance has been especially helpful with the Waverly grant by opening up much-needed funds for local residents who have major needs.

We will continue to enroll participants in these grants over the next year, finding new and innovative ways to continue to serve employers and job seekers in today's ever-changing economy.

Re-Employment Services and Eligibility Assessment

Reemployment Services and Eligibility Assessment (RESEA) program is designed to serve individuals who have been determined most likely to exhaust their unemployment benefits. The goal of the program is to connect these individuals to services in the AJCs that will help with their reemployment as well as determine their eligibility to receive unemployment benefits. Along with serving those most likely to exhaust their unemployment benefits, each state is required to serve transitioning veterans receiving Unemployment Compensation for Ex-Service Members.

RESEA serves individuals across all 95 Tennessee counties and is currently operating in 45 American Job Centers (AJCs). During the initial orientation, the participants receive a program description, an eligibility review for unemployment benefits, an assessment of needs and barriers, and an Employment Development Plan (EDP). Each participant is required to participate in this orientation and a follow up session two weeks after the orientation to maintain their unemployment benefits. The orientation is automatically scheduled when selected and the subsequent visit is scheduled by the RESEA coordinator in the AJC. These meetings are held virtually unless the claimant prefers an in-person meeting.

Participants of RESEA are selected based on a statistical model that determines those most likely to exhaust their benefits. This selection process happens through a batch process that runs every Wednesday night. Once selected, the unemployment claimant receives a letter with an orientation date and location that is 10-15 days from the date the selection process is run.

The five criteria that determine selection, in order of significance, are:

1. Wage Replacement
2. Duration of Tenure in Months of the Previous Job
3. Number of Base Period Employers
4. The Length of Time Between Employment and Filing a Claim
5. Availability of a Vehicle to Drive to a New Job

The meetings continue to be held virtually. The notice of requirement to report has been changed to indicate that these scheduled meetings will be held by phone or on Microsoft Teams. The claimant can request an in-person meeting.

In PY 2021, in 45 Career Centers across the state, 5479 unemployment claimants were selected for participation in the RESEA program. Of those selected, 4100 participated in their orientation. Of those who participated in their orientation, 2621 participated in their follow-up RESEA sessions. There are 841 individuals who found employment while participating in the program or shortly after completion. The RESEA program continues to evolve, and some of our accomplishments are:

- We have procured an evaluator for the required evaluation of the program and are working to get that evaluation started as quickly as possible.
- Customer service surveys to be taken by customers after the initial RESEA is completed and also 30 days after the completion of the program have resumed.
- We are working to begin using the Mobile AJCs to provide RESEA services.

Reentry

Better and more aligned reentry services and the reduction of recidivism is a top priority by TN Governor Bill Lee. Employment is widely seen by practitioners, researchers, and policymakers as crucial to successful reentry by reducing the risk of recidivism. The Office of Reentry (OOR) was established in July 2021. The OOR exists as a comprehensive, statewide source of information, direction and strategic planning for our Local Workforce Development Areas (LWDA) and American Job Centers (AJC). The OOR works with other state agencies, community, faith based and non-profit entities to identify and connect Justice Involved Individuals (JII's) with the best programs and services that lead to employment opportunities.

The OOR's work is guided by three key objectives. These objectives are:

- Data Tracking of JII's via JOBS4TN
- Increasing Staff Capacity of Reentry Knowledge, Programs and Services
- Improving Statewide Awareness of Engaging and Employing Justice Involved Individuals
-

The OOR has worked to establish a self-identifying justice involved radio button for JOBS4TN. The radio button allowed the OOR to achieve 165% of KPE of new JII's in JOBS4TN. The OOR has also partnered with other organizations to host three statewide, regional outreach events, a media campaign and a training for AJC reentry staff.

Meaningful employment can help individuals succeed in the community after release from incarceration because it refocuses their time and efforts on pro-social activities. Improving local reentry outcomes requires the OOR to partner with the TN Dept. of Labor & Workforce Development (TDLWD), TN Dept. of Corrections (TDOC), Local Workforce Development Boards (LWDB), and other partners to better align and integrate services across the criminal justice and workforce systems.

In 2021, the TNDLWD received the Justice Assistance Grant from the TN Office of Criminal Justice to support employer engagement and awareness of hiring justice involved individuals. This grant will allow for a consultant to facilitate workgroups and engagement of employers, local boards and local justice organizations to develop a reentry service strategy.

Youth

Tennessee has been strengthening partnerships with several State agencies and community partners to identify Work-based Learning (WBL) opportunities and Work Experience opportunities for Youth to support the State's goal of creating a seamless path from high school, post-secondary education, or training, into the workforce. To support career awareness for all youth, TNDLWD released a statewide initiative for to support Career Exploration. The Youth program received a 50/50 waiver from the Department of Labor to be able to serve Out of School Youth and In-school Youth at the same amount. Youth's Key Indicator Performance (KPI) was noted as a best practice.

Work Opportunity Tax Credit Program

In December of 2020, Congress re-authorized the Work Opportunity Tax Credit (WOTC) program through 2025. In early 2016, TDLWD completed the automation of the submission and approval process, replacing paper applications with an online WOTC portal. The portal increases efficiency, facilitating a 24 to 48 hour decision on new tax credit applications. The creation of this portal allowed for the elimination of more than 3 million pieces of paper making enough space for additional conference room. TDLWD has continued to make enhancements, increasing the functionality of the system. During the program year 2021, 75,043 certifications were issued for a potential \$200,567,800.00 in tax credits to employers.

Appendix

Key Performance Indicators (Additional program data)

Program Year 2021: July 1, 2021 to June 30, 2022	Tennessee	Northwest	Greater Memphis	Southwest	Northern Middle	Upper Cumberland	Southern Middle	Northeast	East	Southeast	Grand West	Grand Middle	Grand East
Adult, Dislocated Worker, and National Dislocated Worker - New Enrollment													
PY21 Q1	1,503	150	362	43	252	91	52	65	306	182	555	395	553
PY21 Q2	1,059	72	250	57	250	83	61	37	166	83	379	394	286
PY21 Q3	1,163	72	382	70	245	46	55	37	150	106	524	346	293
PY21 Q4	1,276	99	478	101	263	38	43	44	136	74	678	344	254
PY21	5,001	393	1,472	271	1,010	258	211	183	758	445	2,136	1,479	1,386
Target	4,607	296	997	249	995	246	291	214	910	409	1,542	1,532	1,533
Pct.	109%	133%	148%	109%	102%	105%	73%	86%	83%	109%	139%	97%	90%
Apprenticeship- Total Apprentices													
PY21 Q1	7,237	318	951	92	2,377	105	17	609	1,553	1,215	1,361	2,499	3,377
PY21 Q2	7,225	270	926	139	2,317	87	15	671	1,593	1,207	1,335	2,419	3,471
PY21 Q3	6,580	105	596	110	2,302	48	27	700	1,445	1,247	811	2,377	3,392
PY21 Q4	6,946	114	899	109	2,400	41	29	735	1,435	1,184	1,122	2,470	3,354
Peak	7,237	318	951	139	2,400	105	29	735	1,593	1,247	1,361	2,499	3,471
June 2023 Target	8,288	327	1,047	79	2,908	34	36	799	1,630	1,428	1,453	2,978	3,857
Pct.	87%	97%	91%	176%	83%	309%	81%	92%	98%	87%	94%	84%	90%
Jobs for Veterans- New Enrollment													
PY21 Q1	106	1	7	8	35	6	2	6	33	8	16	43	47
PY21 Q2	102	0	2	8	47	4	4	5	28	4	10	55	37
PY21 Q3	123	0	8	13	54	5	5	14	20	4	21	64	38
PY21 Q4	128	17	10	6	49	7	4	7	14	14	33	60	35
PY21	459	18	27	35	185	22	15	32	95	30	80	222	157
Target	440	19	33	24	146	23	27	35	97	36	76	196	168
Pct.	104%	95%	82%	146%	127%	96%	56%	91%	98%	83%	105%	113%	93%
Justice-Involved Individuals- New Enrollment													
PY21 Q1	754	19	34	11	113	86	9	46	117	29	123	316	313
PY21 Q2	853	34	23	10	116	123	9	102	177	23	130	347	376
PY21 Q3	1,180	18	30	21	160	141	16	118	256	30	145	487	546
PY21 Q4	1,365	48	133	33	199	96	15	193	180	89	248	562	522
PY21	4,152	119	220	75	588	446	49	459	730	171	646	1,712	1,757
Target	1,732	104	212	71	294	49	82	87	213	117	541	595	596
Pct.	240%	114%	104%	106%	200%	910%	60%	528%	343%	146%	119%	288%	295%
Reemployment Services- Co-enrollment													
PY21 Q1	33	6	7	0	8	0	4	3	3	2	13	12	8
PY21 Q2	38	10	6	0	8	0	5	0	7	2	16	13	9
PY21 Q3	35	5	9	0	8	0	4	0	9	0	14	12	9
PY21 Q4	56	13	6	2	17	2	8	0	8	0	21	27	8
PY21	162	34	28	2	41	2	21	3	27	4	64	64	34
Target	268	34	28	23	73	28	13	19	30	20	85	114	69
Pct.	60%	100%	100%	9%	56%	7%	162%	16%	90%	20%	75%	56%	49%

Program Year 2021: July 1, 2021 to June 30, 2022	Tennessee	Northwest	Greater Memphis	Southwest	Northern Middle	Upper Cumberland	Southern Middle	Northeast	East	Southeast	Grand West	Grand Middle	Grand East
SNAP Employment and Training- <i>New Enrollment</i>													
PY21 Q1	855	22	112	51	280	130	16	51	135	58	185	426	244
PY21 Q2	739	23	127	56	224	89	11	47	120	42	206	324	209
PY21 Q3	886	23	110	61	375	72	26	48	124	47	194	473	219
PY21 Q4	913	36	126	64	393	70	9	39	126	50	226	472	215
PY21	3,393	104	475	232	1,272	361	62	185	505	197	811	1,695	887
Target	2,543	98	488	213	630	150	141	215	454	154	799	921	823
Pct.	133%	106%	97%	109%	202%	241%	44%	86%	111%	128%	102%	184%	108%

Trade Adjustment Assistance- <i>Co-enrollment with Dislocated Worker*</i>													
PY21 Q1	34%	100%	100%	0%	70%	100%	11%	60%	35%	50%	50%	18%	47%
PY21 Q2	40%	25%	100%	0%	70%	100%	18%	65%	41%	50%	20%	24%	52%
PY21 Q3	44%	40%	100%	0%	88%	100%	17%	69%	46%	50%	33%	25%	56%
PY21 Q4	47%	40%	100%	0%	73%	33%	17%	66%	46%	62%	33%	34%	56%
PY21 Score	42%	49%	100%	0%	75%	73%	16%	65%	43%	55%	34%	27%	53%
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

*Trade Adjustment Assistant's PY21 Key Performance Indicator applies only to Trade participants with an entry date on or after 9/1/2020

Wagner-Peyser- <i>New Enrollment</i>													
PY21 Q1	4,428	140	264	72	834	421	435	246	983	1,021	476	1,696	2,256
PY21 Q2	4,008	215	255	52	787	424	390	222	893	753	524	1,609	1,875
PY21 Q3	4,726	170	214	104	990	353	512	291	1,327	735	491	1,876	2,359
PY21 Q4	5,091	588	457	188	1,081	323	392	267	954	807	1,241	1,819	2,031
PY21	18,253	1,113	1,190	416	3,692	1,521	1,729	1,026	4,157	3,316	2,732	7,000	8,521
Target	20,523	989	3,064	678	3,851	694	964	2,427	4,475	3,381	4,731	5,509	10,283
Pct.	89%	113%	39%	61%	96%	219%	179%	42%	93%	98%	58%	127%	83%

Youth- <i>New Enrollment</i>													
PY21 Q1	710	36	142	10	92	41	54	42	178	115	188	187	335
PY21 Q2	495	17	108	20	140	49	16	36	84	25	145	205	145
PY21 Q3	395	26	105	24	120	30	9	12	53	16	155	159	81
PY21 Q4	541	15	191	69	102	24	27	0	59	54	275	153	113
PY21	2,141	94	546	123	454	144	106	90	374	210	763	704	674
Target	1,752	78	397	111	403	120	115	83	304	141	586	638	528
Pct.	122%	121%	138%	111%	113%	120%	92%	108%	123%	149%	130%	110%	128%

PY21 Key Performance Indicator Achievement Thresholds		Adult Education	
0	Unacceptable	0 to 20%	0 to 25%
1	Needs Significant Improvement	21 to 50%	26 to 45%
2	Needs Improvement	51 to 70%	46 to 65%
3	Approaching Target	71 to 90%	66 to 85%
4	Target Achieved	91 to 110%	86 to 104%
5	Best Practice	110%+	105%+

Program Year 2021: July 1, 2021 to June 30, 2022																	
Adult Basic Education- New Enrollment			SW	GM	NW / SW	GM	GM	NW		UC	SM	NM	NM		NE	SE	ET
	Tennessee	Grand West	Henderson Co. Schools	Hopeworks Inc	Jackson State CC	TCAT Ripley	Tipton Co. Schools	Weakley County	Grand Middle	Putnam County Schools	South Central Workforce Alliance	Volunteer State	Workforce Essentials	Grand East	Northeast State CC	TCAT Athens	TCAT Knoxville
PY21 Q1	3,849	871	122	523	97	18	38	73	1,668	290	221	100	1,057	1,310	239	461	610
PY21 Q2	1,782	345	59	183	53	1	19	30	790	135	58	59	538	647	79	210	358
PY21 Q3	1,827	339	83	167	40	5	18	26	753	125	109	63	456	735	82	246	407
PY21 Q4	1,654	341	55	152	42	13	20	59	779	130	105	64	480	534	73	213	248
PY21	9,112	1,896	319	1,025	232	37	95	188	3,990	680	493	286	2,531	3,226	473	1,130	1,623
Target	9,737	2,719	300	1,672	278	89	132	248	3,263	700	687	194	1,682	3,755	705	1,200	1,850
Pct.	94%	70%	106%	61%	83%	42%	72%	76%	122%	97%	72%	147%	150%	86%	67%	94%	88%

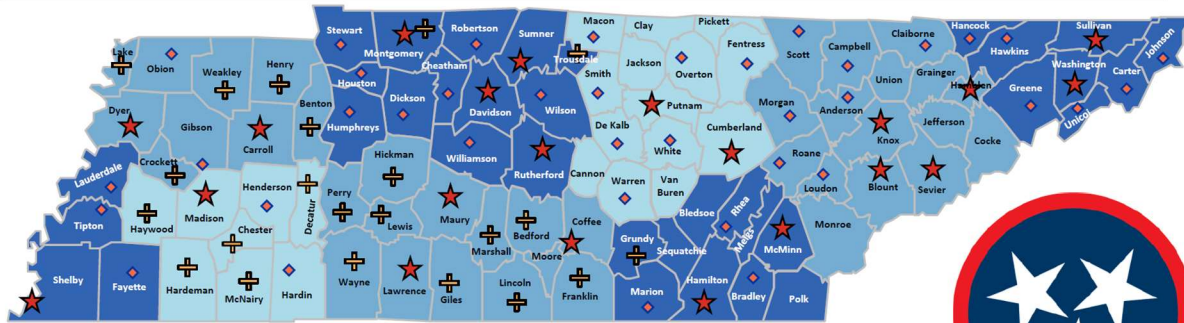
Integrated English Language and Civics Education- New Enrollment			GM		NM	SM	NM		ET
	Tennessee	Grand West	Hopeworks IELCE	Grand Middle	NICE	South Central Workforce Alliance	Workforce Essentials	Grand East	TCAT Knoxville
PY21 Q1	577	162	162	338	236	32	70	77	76
PY21 Q2	209	72	72	112	66	9	37	25	25
PY21 Q3	271	69	69	159	70	17	72	43	28
PY21 Q4	156	46	46	63	42	1	20	47	27
PY21	1,213	349	349	672	414	59	199	192	156
Target	1,148	264	264	733	480	123	130	151	151
Pct.	106%	132%	132%	92%	86%	48%	153%	127%	103%

Senior Employment- Exits into Unsubsidized Employment		GM	SW	NM + NW	UC	NE	ET
	Tennessee	Meridian	Southwest HRA	TNCSA	The Career Team	First TN HRA	East Tennessee HRA
PY21 Q1	8	3	1	2	2	0	0
PY21 Q2	6	5	0	0	1	0	0
PY21 Q3	2	2	0	0	0	0	0
PY21 Q4	2	2	0	0	0	0	0
PY21	18	12	1	2	3	0	0
Target	35	10	4	6	4	5	6
Pct.	51%	120%	25%	33%	75%	0%	0%

PY21 Key Performance Indicator Achievement Thresholds		Adult Education	
0	Unacceptable	0 to 20%	0 to 25%
1	Needs Significant Improvement	21 to 50%	26 to 45%
2	Needs Improvement	51 to 70%	46 to 65%
3	Approaching Target	71 to 90%	66 to 85%
4	Target Achieved	91 to 110%	86 to 104%
5	Best Practice	110%+	105%+

AmericanJobCenter® TENNESSEE

	Northwest	Northern Middle	Upper Cumberland	East	Northeast
Regional Director	Kristie Bennett	John Alexander	Sean Monday	Brian Vaughn	Brian Decker
Executive Director	Jennifer Bane	Marla Rye	Becky Hull	Bill Walker	Lisa Evans (Interim)
CLEO	John Ridgeway Penn	Bob Rial	Randy Porter	Glenn Jacobs	Richard Venable
Board Chair	Jimmy Williamson	John Zobl	Bob Young	Jay Richardson	James Osborne
Fiscal Agent	NWTN Workforce Board	Workforce Essentials	UCLWDB	ETHRA	First TN Dev. District
Staff to the Board	NWTN Workforce Board	Workforce Essentials	UCLWDB	ETHRA	First TN Dev. District
OSO	MidCumberland HRA	MidCumberland HRA	In the Door	UTCIS	ETSU
Career Service Provider	Dyersburg State CC	EDSI/MAC	Career Team	ETSU	ETSU



Greater Memphis	Southwest	Southern Middle	Southeast
Dr. Sabra Bledsoe	Holly Wood	Selina Moore	Dr. Jennifer Thacker
Kyla Guvette	Jennifer Bane	Barbara Kizer	Michele Holt
Lee Harris	Mike Creasy	T.R. Williams	Jim Coppinger
James D Robinson	Ben Ferguson	Mark Short	Carri Smith
Workforce Midsouth	NWTN Workforce Board	South Central TN Dev. Dist	Southeast TN Dev Dist
Workforce Midsouth	NWTN Workforce Board	South Central TN Dev. Dist	Southeast TN Dev Dist
Ross Employment Solutions	Career Team	In The Door	In The Door
Equus Workforce Solution	Dynamic Workforce Sol.	South Central HRA	EDSI

Grand Planning Regional Staff	WEST TN	MIDDLE TN	EAST TN
State Apprenticeship Director	Shalondria Shaw	Charlene Russell	Jessica Barnett
Assistant Regional Director	Gina Abbott	Georgena Wilson	Shavonne Meneese
Adult Education + Workforce	Angela Hollingsworth	Shannon Haston	Debbie Fillers



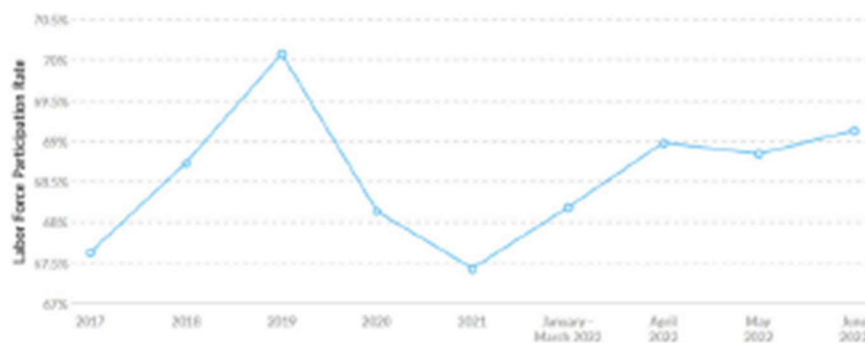
Legend			
Comprehensive AJC	★	Affiliate AJC	◆
Specialized AJC	⛶		

Email Madison.bumpus@tn.gov with any questions or edits. Thank you!

Northern Middle
Local Workforce Development Board
PY21 Annual Narrative

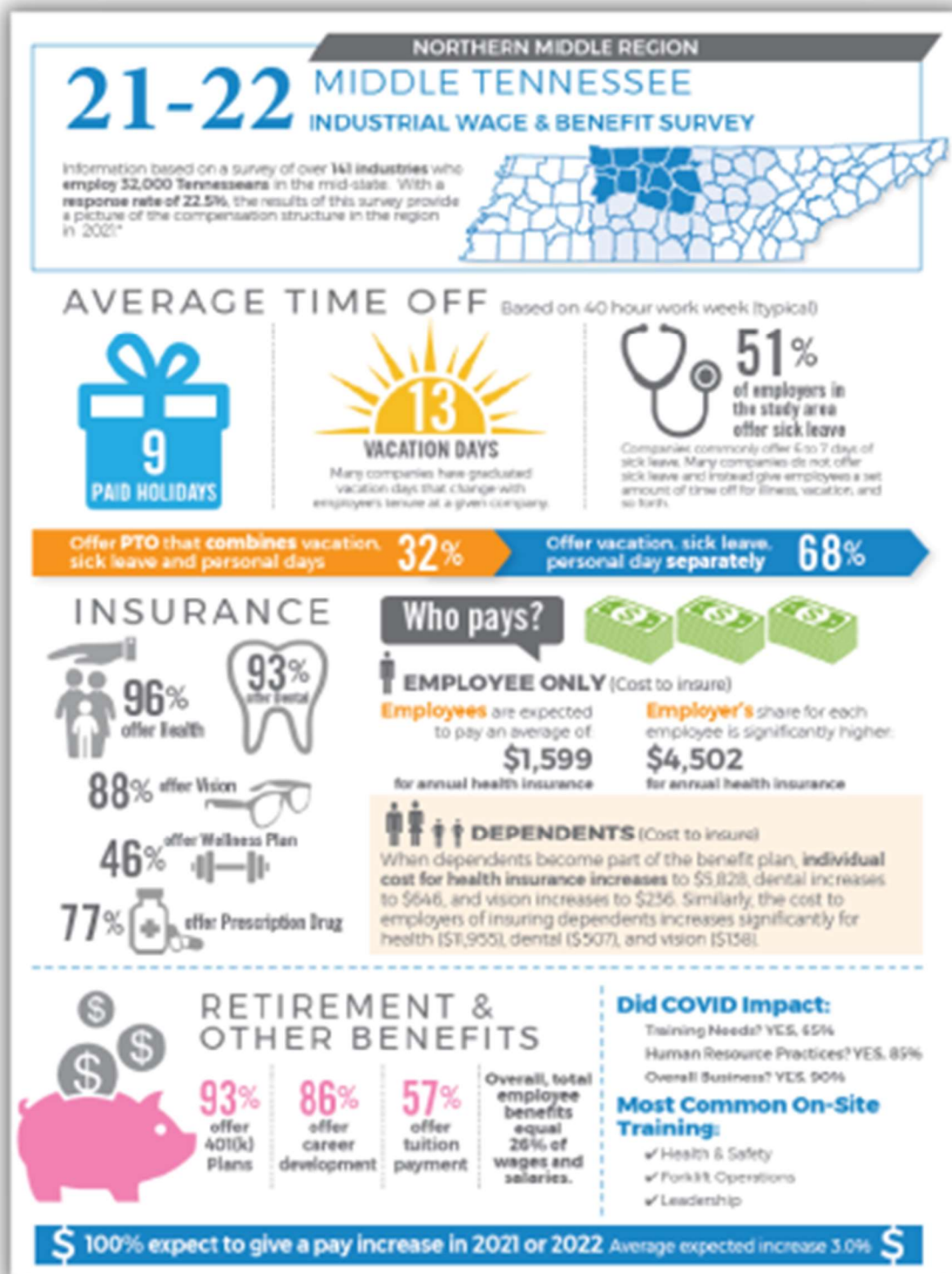


Labor Force Participation Rate Northern Middle Area

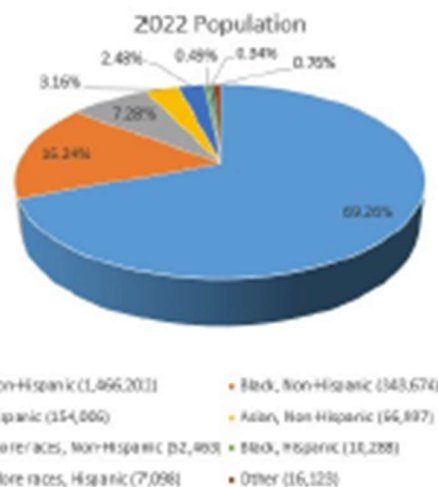


Since 2021 the Labor Force for the Northern Middle Area has been continually on the rise.

The Northern Middle Workforce Board partnered with the Middle Tennessee Industrial Development Association to assist manufacturing firms with a competitive wage and benefit analysis to promote economic recovery after the pandemic. Equipped with the most current competitive wage and benefit analysis, employers were able to support economic growth in middle Tennessee.

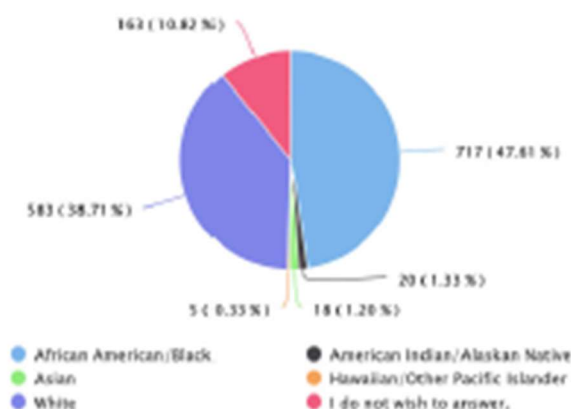


The Northern Middle Workforce Board prides itself on its history of inclusiveness in employment outreach and fosters a culture that embraces innovation and values Diversity, Equity, Inclusion, and Accessibility (DEIA) to achieve opportunities for all. The demographics of the Board's 13 counties are listed in the chart to the right, which encompasses approximately one-third of the working population of the state of Tennessee. With 16 certified American Job Centers and numerous partnerships, the Board is strengthening its ability to recruit, develop, promote, and retain our region's talent.



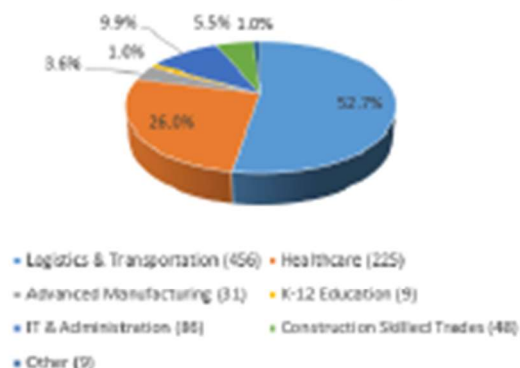
In the 21-22 program year, the Board is proud of many innovative accomplishments. The Board has connected with the Nashville Public Housing authority to provide a Job Center Access Point within the Napier Center and has conducted Industrial Readiness Training for soon-to-be-released inmates in Montgomery, Houston, and Stewart County detention facilities. The Urban League of Middle Tennessee and the Board have cooperated in numerous grant requests and are currently partnering to address workplace equity by providing apprenticeship opportunities to people of color in priority sectors such as health care and information technology. There is a fully operational Job Center on the Fort Campbell military post specifically designed to assist spouses and discharging soldiers to eliminate financial and career barriers in the civilian sector. Adult Education is located in multiple jail systems and dozens of locations working with the immigrant population, which lately are those from Ukraine and Afghanistan. These underserved communities have been systematically denied the full opportunity to participate in all aspects of economic, social, and civic life. These include communities of color and individuals who face discrimination. The Board's activities focus on providing a coordinated initiative to promote inclusion in the workforce while identifying strategies to eliminate barriers and level the workforce playing field.

Enrolled Individuals – By Race



The chart on the left reflects the race of clients enrolled in the 21-22 program year and receiving assistance. The chart below shows the in-demand skills in which participants receive training in sector strategies defined by the Board. The information reflects the Board's commitment to assisting those who are equity-challenged to move them along the path to self-sufficiency with training in high demand occupations.

In-Demand Skills Training



The Board's Local and Regional Plan is focusing its efforts and partner resources on developing career pathways in the six in-demand sectors listed in the chart on the right.

Of the total population in the Northern Middle Area, 30.74% are classified as a minority. Of the individuals served in a program, 61.29% are classified as a minority.

NMTWB Strategy Session



The Northern Middle Workforce Board conducted a strategy session to co-create specific action steps to advance their work in the upcoming funding cycle. The board members and other stakeholders attended the session, including elected officials and representatives from the state, partner organizations, and the Nashville Chamber of Commerce.

The group arrived at seven strategies to begin implementing immediately:

- Revolutionize recruiting and outreach strategies
- Innovate service delivery
- Meet people where they are
- Simplify policies and processes
- Increase employer engagement and participation
- Invest in staff retention and development
- Improve online presence and platform

Business Services

The cornerstone of the Northern Middle Workforce Board is service to business and industry. The Board has acknowledged this by appropriating funding for incumbent worker training. In addition, the Board has prioritized apprenticeship programs and is proud to be a partner in the first Teacher Apprenticeship Program in the nation with the Clarksville/Montgomery County School System. Over 100 teacher apprentices have been registered with the United States Department of Labor and Apprenticeship TN.

Northern Middle Program Year July 1, 2021 to June 30, 2022							
Incumbent Worker Training (IWT) Grants							
	County Location	Employer	Employees Trained	Contract Start Date	Contract End Date	Contract Amount	Amount Expended through 6/30/2022
1	Davidson	Include Me Advocacy	10	3/26/2021	9/30/2021	\$ 10,964.00	\$ 4,551.00
2	Rutherford	Jagermann Precision Plastics	6	4/16/2021	9/30/2021	\$ 25,000.00	\$ 25,000.00
3	Montgomery	OEM Tube	15	7/30/2021	9/30/2021	\$ 6,800.00	\$ 6,800.00
4	Davidson	Primerbus	35	8/30/2021	6/1/2022	\$ 25,000.00	\$ 12,766.23
5	Williamson	Senior Solutions	10	12/1/2021	6/30/2022	\$ 25,000.00	\$ 25,000.00
6	Davidson	Military Systems	18	1/1/2022	6/30/2022	\$ 25,000.00	\$ 24,548.76
7	Dickson	ALP Lighting	10	12/15/2021	6/30/2022	\$ 17,995.00	\$ 17,995.00
8	Multiple	Rogers Group	2	2/4/2022	6/30/2022	\$ 4,374.00	\$ 4,374.00
9	Davidson	Clear Link	7	2/1/2022	6/30/2022	\$ 25,000.00	\$ 24,851.48
10	Rutherford	Wearwell	25	2/1/2022	6/30/2022	\$ 25,000.00	\$ 24,392.23
Total			138			\$ 190,133.00	\$ 170,278.70
Total IWT funds spent: \$225,646.70 (including IWT Apprenticeship for Aviation 2 and part of NASG below).							
Apprenticeship Training Grants							
	County Location	Employer	Employees Trained	Contract Start Date	Contract End Date	Contract Amount	Amount Expended through 6/30/2022
1	Williamson	Arrington Vineyards	2	1/18/2021	12/31/2021	\$ 6,367.00	\$ 4,493.29
2	Davidson	Aviation - Group 2	9	9/27/2021	6/30/2022	\$ 54,000.00	\$ 54,000.00
3	Davidson	North American Stamping	8	1/1/2022	6/30/2022	\$ 17,368.00	\$ 16,153.42
4	Davidson	Aviation - Group 3	3	2/4/2022	6/30/2022	\$ 6,000.00	\$ 6,000.00
5	Montgomery	CMCSS	94	1/3/2022	6/30/2022	\$ 135,000.00	\$ 135,000.00
6	Multiple	Plumbers and Pipefitters	22	2/1/2022	6/30/2022	\$ 44,000.00	\$ 44,000.00
7	Multiple	Mid-South Carpenters	5	2/1/2022	6/30/2022	\$ 10,000.00	\$ 10,000.00
8	Davidson	Altair Fire Protection	5	2/1/2022	6/30/2022	\$ 10,000.00	\$ 10,000.00
Total			148			\$ 282,735.00	\$ 279,646.71
State Apprenticeship Grant funded \$219,781.42 of this total.							
New and Expanding Business Support							
	County Location	Employer	Potential Employees	Open Date	Support Type		
	Stewart/Houston	ECD new business prospect	100	2022-2023	EMI, Trans, AIC Resources, Community Intro		
	Statewide	TransCare Mgmt Care Network	8000	2022	Workshop Series to educate employers about workforce programs		
	Statewide	NHC	17	2022-2023	Certified Nurse Assistant class, apprenticeship exploration		
	Statewide	Ascension		2022-2023	Exploring internal career pathways and apprenticeship		
	Statewide	Servpro		2022	Talent Pipeline and Apprenticeship		
	Montgomery	Teacher Apprenticeship	94	2022-2023	Workforce Grants and ongoing support. State pilot program.		
	Rutherford	Several employer partners		2022-2023	Sparks for inmates to train prior to release. Pilot Project for American Prison Data System.		
	Stewart, Houston, Montgomery	County jails and NSCC	30	2022-2023	Enrolled inmates in Industrial Readiness Training through NSCC prior to release to ensure students are "work-ready." Recruiting employer partners.		
Total			8241				
Program Year 2022-2023 Update: During the month of July, we started the grant application process with 13 employers: Eight apprenticeship applications and five IWT applications.							

Focus on Priority Populations

TANF

Annual Housing & Homeless Services Conference

Members of our Family Services Team attended a Virtual Event hosted by the Department of Mental Health & Substance Abuse Services. The TANF-focused event provided valuable resources for Northern Middle Tennessee residents suffering from mental health and substance abuse. TANF is a priority focus and partner of the Northern Middle Workforce Board.



Mission of Mercy

Families First participated in The Mission of Mercy event. The mission's goal was to see as many patients as possible in one day at the dental clinic. Dental and medical costs can be expensive for many; events like these give everyone the chance to undergo dental care procedures free of charge. The Northern Middle Board prioritizes partnerships and leveraging funding.



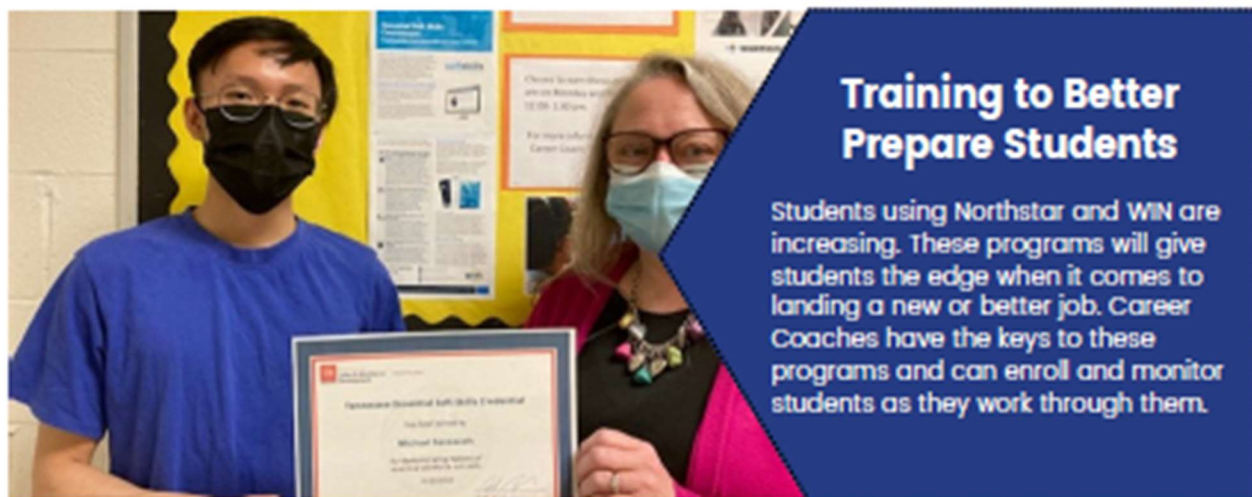
Adult Education

Adult Education's participant numbers have increased by 712 over the prior program year. The largest growth was due to the ESL program, which grew from 559 participants to 943.



Northstar Digital Literacy course

The Northern Middle Workforce Board prioritizes adult education and works closely with Title II. Pictured is our first-ever graduates from the Northstar Digital Literacy course. These students learned a whole gambit of digital literacy skills they could use in the workplace and at home. Adult Education focuses on skill development as well as education to increase job placement and advancement.



Training to Better Prepare Students

Students using Northstar and WIN are increasing. These programs will give students the edge when it comes to landing a new or better job. Career Coaches have the keys to these programs and can enroll and monitor students as they work through them.

Adult Education's diploma attainment made an increase from 375 in program year 2020 to 465 in program year 2021. IET attainment spiked sharply from 9 in 2020 to 99 in 2021.



Dream Job Achieved

A happy Adult Education student received a dream job offer at Hines Furlong Barge Company. He states he has wanted this job since he was in the 8th grade. After receiving help from the Adult Education Department, he earned his HiSet and applied for the job.

Adult Education's Measurable Skill Gains rose in every category and their participant count rose from 460 participants two years ago to 844 participants during the last program year.

Re-Entry

Industrial Readiness Training

Justice Involved individuals in the Houston (an at-risk county) and Stewart County jails received Industrial Readiness Training to prepare them for jobs once they leave the facility. Graduations to celebrate their achievements were held.



In the 21-22 program year, classes were held at the Montgomery county jail. Twelve justice-involved individuals participated and completed the classes.

Job Fair Increase

Our Northern Middle American Job Centers increased our number of job fairs dramatically. Due to the current labor situation, attendance has been smaller than normal, but we saw an increase in job fair traffic in the quarter ended on Dec 31.

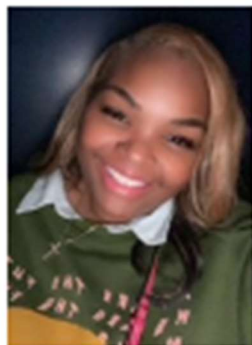


WIOA Performance

The Northern Middle Workforce Board has been challenged by multiple changes in career service providers over a five-year period. The Board is focused on performance accountability and has made necessary changes to assure the region receives quality services. However, due to the turnover of providers, the Board has seen a temporary decrease in federal performance measures. For the PY 21 year, Northern Middle achieved all measures at 90% or better except for the Adult Entered Employment Rate, 4th quarter after exit, which was 82.18% of the goal. Participants served remained high in the measures.

PY21 Annual WIOA Core Performance Measures		Northern Middle		
Adult Measures		Pass/Fail		Fail
	Negotiated	Actual	% of Goal	
Exiters		406		
Participants Served		1602		
EER 2nd Qtr after exit	82.50%	80.8%	97.94%	
EER 4th Qtr after exit	82.50%	67.8%	82.18%	
Median Earnings	\$ 6,680	\$7,965	119.24%	
Credential Attainment	63.50%	69.5%	109.5%	
MSG	53.00%	70.1%	132.3%	
Dislocated Worker		Pass/Fail		Pass
	Negotiated	Actual	% of Goal	
Exiters		252		
Participants Served		654		
Employment Rate	82.50%	87.40%	105.94%	
Employment Rate	82.50%	80.30%	97.33%	
Median Earnings	\$7,650	\$ 10,400	135.95%	
Credential Attainment w/in	65.00%	61.40%	94.46%	
Measurable Skills Gains	49.00%	61.90%	126.33%	
Youth		Pass/Fail		Pass
	Negotiated	Actual	% of Goal	
Exiters		365		
Participants Served		971		
Employment Rate	77.00%	81.50%	105.84%	
Employment Rate	76.00%	74.80%	98.42%	
Median Earnings	\$ 3,400	\$5,196	152.82%	
Credential Attainment w/in	70.00%	63.70%	91.00%	
Measurable Skills Gains	47.00%	62.40%	132.77%	

Success Stories



Jontyce found herself unemployed and wondering what her next move would be. In late 2021, she came across the American Job Center and a program that would provide her with funding and help her walk through the steps to enroll in school. She was assigned a supportive advisor who communicated with her monthly about her progress. She is in her third semester with the program and will graduate from Austin Peay University in December, thanks to the WIOA program. She expressed her sincerest gratitude for the WIOA program and the advisors who helped along the journey and pushed her to be her best self. She says they helped her reach her dream of finishing her bachelor's degree in psychology. She plans to continue her education and work towards her Master's degree.

Folly is a refugee from Africa, a dad of 3, and a full-time employee. He enrolled in the Northern Middle Adult Education program in October and earned his diploma in less than 50 hours! He plans to continue his education at a local community college and study mechanical engineering.



Damon was a high school dropout who obtained his high school equivalency diploma while incarcerated. He knew he needed skills to earn a sustainable income to provide for his family. After completing a career exploration exercise, Damon determined he was more interested in learning about construction. He enrolled in the Music City Construction Careers Apprenticeship training program that offered classroom instruction and mostly hands training over two weeks.

Damon graduated from the Music City Careers Construction Apprenticeship Readiness Program and obtained full-time employment at SMART Local#177 Sheet Metal Union Division. He was financially assisted to obtain work uniforms, steel-toe boots, gas cards, and tools required for training and employment.

Meet Jennifer, a first-generation college student who never gave up on her or her daughter's dreams. Jennifer went to the Stewart County American Job Center for a pre-hire drug screen and mentioned that she had been working on going back to school. As she had been receiving unemployment assistance, staff enrolled Jennifer as a Dislocated Worker. Jennifer was laid off due to covid and became the AJC Greeter through the Dislocated Worker program. She continued working hard during the pandemic, completed her degree, and was hired by CDM Smith. Jennifer said, "It's changing the future for my family. It's like saying, 'Hey, we can do better. It's okay to want more. It's okay to climb that ladder.' We struggled to live paycheck to paycheck and I don't want that for my daughter."



**Southern Middle
Local Workforce Development Board
PY21 Annual Narrative**

The mission for the Southern Middle Tennessee Local Workforce Development Board (SMLWDB) is to develop a quality workforce system to meet the needs of area employers and job seekers. As such, the intent of our WIOA program is to strengthen the workforce system through innovation and alignment of services to promote individual and economic growth, meeting the business and industry needs in our area, while providing assistance to our distressed counties ensuring that they recover their full workforce potential.

The Southern Middle Local Workforce Development Board represents thirteen counties within the state of Tennessee. All thirteen counties, including the *At Risk* and *Distressed*, have a presence of an American Job Center (AJC). The AJCs provide high-quality customer services to employers and job seekers.

The AJCs are responsible for serving Adults, Dislocated Workers, Youth, and NDWG workers. This method has proven successful for our area so all participants may receive the same services locally. Career Advisors can make a visit to a local provider and be able to determine what program best fits the participant and enroll them without having to refer. Having a presence in all thirteen counties allows SMLWDB to successfully meet goals and strengthen the workforce within the region. Southern Middle works effortlessly with partners to establish a customer based, transparent, and financially accountable workforce development system.

Participants Served by County

COUNTY	SERVED IN AJC	TITLE I New Enrollments
BEDFORD	1326	41
COFFEE	2444	57
FRANKLIN	120	33
GILES	2814	24
HICKMAN	60	20
LAWRENCE	2965	44
LEWIS	645	13
LINCOLN	551	38
MARSHALL	385	28
MAURY	6914	72
MOORE	4	6
PERRY	392	9

WAYNE	186	21
TOTAL	18,806	406

National Disaster Relief Grant

The Southern Middle Local Workforce Board has been very successful with the National Disaster Relief Grant. During the duration of this grant, over 50 participants have been served with over half retaining employment once their time in the program was completed. This grant has been extended until June 2023. Southern Middle will utilize this grant extension to aid participants and employers with Dislocated Worker Work Experience and On-the-Job Training. The local AJC Title I staff along with Southern Middle's Disaster Relief Coordinators are currently in the process of recruitment and placement of participants and connecting with businesses to enroll eligible dislocated workers.

RESEA Cares Grant

SMLWDB was awarded a special grant paid for with RESEA Cares funding. From this grant, 313 individuals attended a RESEA orientation. 21 participants were co-enrolled with Title I services and 90 participants found job placement once completed.

Layoff Aversion Grant

Southern Middle was funded through a Layoff Aversion Incumbent Worker Training Grant. With this funding, three (3) companies successfully trained a total of 49 employees in multiple trainings. These trainings allow employees to strengthen their skills and accelerate their careers with their employers.

Reentry Grant

Southern Middle was granted a Reentry grant that was utilized for specialized training for the SMTLWDB. Southern Middle partnered with the Upper Cumberland and Northern Middle Regions to join a Reentry 8-week cohort with Dave's Killer Bread Foundation. Through this cohort trainings were received on how to work with employers and individuals impacted by Reentry.

**Upper Cumberland
Local Workforce Development Board
PY21 Annual Narrative**

The Upper Cumberland Local Workforce Development Board (UCLWDB) serves the 14 counties that make up the local workforce development area (LWDA): Cannon, Clay, Cumberland, Dekalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren, and White. The Board maintains comprehensive sites in Cumberland and Putnam Counties; affiliate sites in Fentress, Macon, Overton, Smith, Warren Counties; and specialized centers in Dekalb and White. The remaining counties are served by affiliate sites throughout the area: Cannon (Warren), Clay (Macon), Jackson (Putnam), Pickett (Overton & Fentress), Van Buren (Warren).

As with all LDWAs, employers in the UC continue to experience a labor force shortage. The Upper Cumberland partnered with a Labor Force Participation Task Force established by Governor Lee as part of a pilot program. Clay, Fentress, Jackson, Pickett, Van Buren and Warren Counties were identified as target counties in the UC. The goals of the task force included: improving Tennessee's overall standing in the Southeast region, increasing overall economic growth, and ensuring its citizens in rural and distressed counties improve their economic outlook.

Creating direct connections between employers and workforce ready participants has been the focus of the UC Workforce Board over the 2021 PY.

Work 1st (direct referrals) - A re-thinking of how the Upper Cumberland workforce system carries out WIOA in our local area to better serve job seekers and meet current industry needs. As a workforce system team, which includes all AJC partners, we continue to evaluate all workforce services functions and update the process to invest in our people and serve as the link between job seekers and employers.

The GOAL of Work First is to *actively and directly* engage employers and stakeholders to drive innovative workforce solutions across the Upper Cumberland Region.

Link employers and AJC partners through a direct referral program. Increase Work-Based Learning and Apprenticeship programs.

Utilize American Job Centers to bridge the Workforce Gap and build Upper Cumberland Workforce by better serving one employee at a time.

Re-Entry – Justice Involved individuals are on average 5x more likely to be unemployed than

the average job seeker. Re-entering the community is a challenging transition for justice-involved individuals who face many barriers in restarting their lives outside of incarceration. A re-entry team utilizing the knowledge of community and faith-based partners has been established as a subcommittee of the Upper Cumberland Local Workforce Board. The subcommittee brings together multiple community and faith-based partners such as mental health, drug courts, human services agencies, secondary and post-secondary education representatives and probation officers to encourage a wrap around services approach.

UCLWDB programs for Justice-Involved Individuals (JII) address these issues by beginning the WIOA relationship while still incarcerated. AJC staff have completed training to be able to access every county jail within our fourteen-county service area. An excellent example of the partnership between partners is the Nc3 training in the Warren County jail. The instructor spent a significant amount of time teaching the math skills required for the training. Upper Cumberland Adult Education has developed a remedial math course teaching specific skills needed for the training.

Dave’ Killer Bread Foundation Training – Sustainable employment for Justice Involved Individuals is critical in the success of any re-entry program. It reduces incarceration, recidivism, and makes a stronger community. Upper Cumberland, Northern Middle, and Southern Middle participated in Second Chance employment training in partnership with the Dave’s Killer Bread Foundation. The 8-week training offers multiple paths to embracing second chance hiring tailored to meet individual company’s needs by identifying myths and barriers to hiring JII.

Tennessee’s Child Support Employment and Parenting Program (TCSEPP) – Navigating the child support system while seeking gainful employment, and meeting parole requirements can be extremely difficult. The UCLWDB has partnered with TCSEPP through the University of Tennessee to assist participants enrolled in any WIOA program with navigating that process. A MOU signed between parties agrees to refer participants between the two programs.

Community Resource Center (CRC) – AJC staff attend weekly in-takes at the Community Resource Center. Referrals for individualized services with AJC partners are completed as needed. The CRC serves all 14 counties in the Upper Cumberland.

Apprenticeships – Work based learning including pre-apprenticeships and apprenticeships play a key role in the UCLWDBs Work1st initiative. The UCLWDB's most successful apprenticeship to date has been our partnership with TLD Trucking in Cumberland County. This trucking apprenticeship program has received statewide attention and

recognition from TN Department of Labor & Workforce Development, TN Department of Corrections, and Governor Bill Lee. See videos created by TNDLWD & TDOC at the following links: TNDLWD [Upper Cumberland TNDLWD Second Chance Apprenticeship Program](#) , TDOC [Upper Cumberland TDOC Trucking Apprenticeship](#).



The TLD program specializes in enrolling Justice-Involved Individuals into their program and giving them the opportunity to establish a career in transportation as a truck driver. Apprentices are recruited as they leave incarceration and invited to enroll as a way to earn their CDL credential. Our Title I staff provides supportive services to those enrolled in order to further support their apprenticeship journey. We were able to enroll fifty-four Registered Apprentices into this program in 2021 and anticipate a minimum of forty more in 2022.

Community Partnerships – Community partnerships are the bedrock foundation of serving individuals in need. UCLWDB has created several new partnerships over the past year with the intent of reaching those in need.

- **Habitat for Humanity** - Habitat for Humanity is a well-known non-profit organization providing affordable housing for program graduates. We are excited

to be part of Habitat's "hand-up" program as the workforce component required of participants. The Upper Cumberland Chapter of Habitat for Humanity and the UCLWDB have established a Memorandum of Understanding (MOU) for service referral as well as exchanging letters of support for external grant proposals.

- **Upper Cumberland Human Resource Agency** - During the first quarter of PY 22, the UCLWDB served as a core partner to the Upper Cumberland Human Resource Agency's successful award of the TANF Opportunity Act Planning Grant. As part of the \$25 million main grant, our role will be to provide the workforce component over the three-year life of the grant through PY 25. The UCLWDB will focus on job placement through expansion of Business Services in the form of four new positions designed to target and build business relationships for direct placement. We also anticipate Title I and III enrollment growth due to referral influx from the new TANF grant infrastructure.
- **Cookeville Regional Medical Center Foundation** - The UCLWDB has established a new partnership with Cookeville Regional Medical Center (CRMC) Foundation for serving at-risk youth. The CRMC Foundation is a charitable arm of Cookeville Regional Medical Center, the largest provider of health care in the Upper Cumberland. The CRMC Foundation is a non-profit organization that offers many forms of charitable aid to Upper Cumberland residents. We are excited to partner with the CRMC Foundation to assist youth who are enrolled in CRMC drug rehabilitation programs. We have also established a referral connection for individuals served by the Foundation to be referred to our AJCs for job placement or training.
- **TN Technological University** – The UCLWDB partnered with TN Tech University and Georgia Tech University in applying for the Good Jobs Challenge grant.
- **Twin Lakes Cooperative Grant** - In November 2021, the UCLWDB applied for and received a \$5,000.00 technology grant from the Twin Lakes Cooperative. These grant funds were used to purchase advanced technology equipment for state-of-the-art virtual meeting capabilities within the UCLWDB facilities. This equipment will allow UCLWDB members and partners to virtually converse as a group with other partners and community organizations, rather than as separate "squares" in a Google Meets or Zoom type setting. The intent is to promote more productive virtual meetings and provide employer training opportunities.

As an independent 501(c)3 entity, the UCLWDB recognizes the importance of seeking additional funding sources in order to effectively serve both individual participants and

employers.

While

funding is a major concern, UCLWDB has successfully leveraged partnerships at the state, regional and local level to provide excellent workforce services to the local workforce area.

Northwest

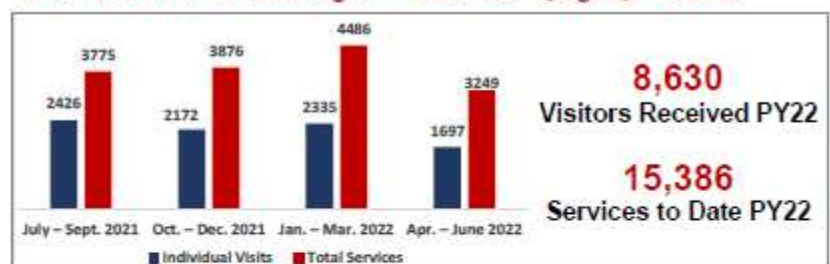
Local Workforce Development Board

PY21 Annual Narrative

American Job Center Services

Throughout program year 2021, the Northwest Local Workforce Development Area (LWDA) provided nearly 15,400 services to over 8,600 visitors through the area's two comprehensive American Job Centers (AJCs) in Dyer and Carroll Counties, two Affiliate AJCs in Gibson and Obion Counties, and five Specialized AJCs in Benton, Crockett, Henry, Lake, and Weakley Counties. Job Search / Resource Room services was the number one service provided, accounting for over 43% of the services provided. Unemployment Insurance assistance was the second most come service provided, accounting for nearly 24% of services, followed by Title I services, accounting for 7.5% of services provided. Of the 637 customer satisfaction surveys completed, 99% indicated they were completely satisfied with the services received.

NW TN American Job Center (AJC) Visits



AJC Surveys Results

Overall, how satisfied were you with our services?



Number of Completed AJC Surveys by County for 2021-2022



In an effort to continue to promote services and reach customers virtually, the Northwest TN Workforce Board, in coordination with a variety of AJC partners, produced a micro-video series featuring information about resources, programs, and services available directly from the NW TN American Job Centers and Partner Agencies whose programs and services can be obtained by referral through the AJC. This series was primarily created to assist RESEA customers, to present resources and assistance available to help them achieve their workforce goals, but is available to anyone wanting to learn more about the services. Videos are available for viewing at www.nwtjobs.org/jobseekers.

Partner programs also worked together to meet exceed the majority of Key Performance Indicator (KPI) goals established by the State Workforce Development Board (SWDB).

Title II Adult Education Enrollments

New Enrollments	Goal	YTD July-June
Jackson State	278	232 (83%)
Weakley County Schools	248	188 (76%)

Title I Career & Training Services

	Adult	Dislocated Worker	Youth	Total Title I	Re-Entry Enrollments
Goal	296		78	374	52
YTD (Jul-Jun)					
New Enrollments	282	111	94	487 (130%)	75 (144%)

Title III & Other Employment Services

New Enrollments	Goal	YTD (July-June)
Wagner Peyser	989	1,113 (113%)
SNAP E&T	98	104 (106%)
Jobs for Veterans	19	18 (95%)
Re-Entry Participants	52	44 (85%)

Co-Enrollments with Title I	Goal	YTD (July-June)
RESEA	34	34 (100%)
Trade Adjustment Assistance	100%	40% (3/5)

Of the 487 new Title I enrollments, 166 or 34% participated in Occupational Skills Training. Healthcare, Transportation & logistics, and Manufacturing were the top sectors for training for new enrollments, in line with the area's targeted in-demand sectors. About 34% of new Occupational Skills Training participants enrolled in training through short-term private-training providers such as Truck Driving and Electrical Lineman providers, followed by TN College of Applied Technology (TCAT) programs at 31%, Community Colleges at 24%, and Universities at 11%. Additionally, throughout the year, 64 youth were served in work experience – 38 In-School Youth and 26 Out-of-School Youth, plus 14 youth in OJTs – and \$226,661.01 was expended on WE/ OJTs. New participants were placed in nearly 40 different worksites across nine different sectors, with Education, Government, and Social Services as the top three sectors for work experience participants. Also this year, 43 Youth participants received nearly \$8,700 in

incentives for their achievements during program participation and continued success after exiting the program.

Furthermore, as part of the state of Tennessee's Disaster Recovery National Dislocated Worker Grant (DWG) for COVID-19 Relief, the Northwest area was awarded nearly \$808,000 to provide Disaster-Relief Employment (DRE) and career and training services to an estimated 123 participants between July 1, 2021 and June 30, 2022. A total of 19 individuals were enrolled, or 105.6% of the proposed goal of 18, to provide cleaning and screening services at 13 public worksites through Disaster-Relief Employment. Additionally, 111 individuals were enrolled in training services, or 105.7% of the goal of 105. Of the 111 enrolled, 55 (49.5%) were enrolled for On-the-Job Training and 56 were enrolled for classroom training, supportive services, and/or work experience. A total of \$790,167.76 (97.8%) of the amount awarded was expended on participants, program staffing, and administrative costs.

Business Services

As the primary customer of the workforce system, the Northwest TN Workforce Board (NWTNWB) prioritizes services to employers. During PY 21, companies in Northwest TN have received wage reimbursements in excess of \$229,000 through On-Job-Training grants to train their own workers. Business Services staff and the American Job Centers developed contracts with 33 companies, placed job orders, and referred eligible job applicants to fill 161 positions. The majority of OJT expenditures, 75%, were made in the Manufacturing sector, followed by Other at 14%, Contractor / Construction at 4.8%, Healthcare at 4.5%, and Business Services at 1%. Statewide Funding was made available to employers to provide training for their current workforce to improve processes and upgrade skills. Over \$398,000 was awarded to 27 companies to train 664 workers, with 627 employees completing training and over \$364,000 paid to participating employers. The majority of expenditures, 58%, were made in the Manufacturing sector, followed by Business & Other Services at 23%, and Construction & Electrical Services at 12%, Healthcare at 6%, and Other at 2%.

Apprenticeships and Pre-Apprenticeships

The NWTNWB also continued to work on expanding apprenticeship opportunities by increasing awareness of employers to the benefits, assisting employers with developing apprenticeship standards, connecting qualified job seekers to



employers, and facilitating access to Workforce Innovation and Opportunity Act (WIOA) and other American Job Center partner funds to support apprenticeships. The Board, Apprenticeship TN Office, Dyersburg State Community College, and the Dyersburg Fire Department (DFD) joined forces to initiate the first Firefighter Paramedic Apprenticeship Program through the State of Tennessee. The apprenticeship program was specifically designed for a group of recently hired, full-time employees of the DFD. This competency-based apprenticeship program includes approximately 2,000 hours of on-the-job training and 723 related instruction hours. It will supply the Dyersburg Fire Department with nine firefighter paramedics at the end of this apprenticeship. Along the way, the City of Dyersburg and its citizens will benefit all of the rewards of developing medical and fire suppression personnel. The Board financially supported the nine apprentices' on-the-job learning with an On-the-Job Training (OJT) grant. Funded through a State Apprenticeship Grant, the OJT grant provided over \$16,500 in wage reimbursements to the City of Dyersburg.

The Registered Electrical Apprenticeship Preparation (REAP) Program, a ten-week pre-apprenticeship program consisting of two weeks of classroom training to learn the fundamentals of basic electricity and construction applications, followed by eight weeks of paid work experience at Amteck's Dyersburg facility, hosted its fifth class, consisting of four students, with three students completing the two-week classroom training and two continuing into paid work experience at Amteck. Through participation in the program students have the opportunity to obtain employment at the Amteck Dyersburg facility upon successful completion. If hired, participants are entered into the Registered Apprenticeship program which prepares them to take the exam to become a Journeyman/Licensed Electrician and earn an estimated \$70,000 annually. Since the pilot project offered at Lake County High School in 2018, a total of 32 students have participated in the program with 21, or 66%, completing the classroom training, and 26, or 93%, securing employment, including 12 who are employed with Amteck.

Virtually Speaking - Workforce Development Webinar Series

March 2021 the Northwest TN Workforce Board (NWTNWB)'s Business Services staff launched a new quarterly webinar series to inform employers about the many resources and services available through the Board and the American Job Centers, as well as other training topics related to workforce development. All webinars are recorded and may be found on our website at

<https://nwtjobs.org/employers/virtually-speaking>. This program year's topics included:



1. #WorkLife: How Employers Benefit through a Partnership to Build a Young Talent Workforce in NW TN
2. 2022 Recruitment and Retention Trends
3. EEOC Updates and Hot Topics with Guest Speaker Debra Finney, EEOC Education and Outreach Coordinator
4. Utilizing Labor Market Information to Build Your Hiring Strategy

Promising Practices

Serving Target Populations – Justice-Involved Individuals

The Northwest Tennessee Workforce Board was awarded a grant through the Tennessee Office of Re-entry to improve the re-entry process through collaborative, strategic, and data-driven initiatives. During National Second Chances Month, the Board released a series of videos including one focused on employing justice-involved individuals as part of an employer talent strategy with guest speakers Sid Crocker with Kaiyuh Services in Milan, TN and Gibson County Sheriff Paul Thomas. Another valuable video covered Expungement 101 with guest speaker Danny Goodman, District Attorney General for Dyer and Lake Counties. These are available for viewing by visiting www.nwtjobs.org. Also during Second Chance Month, two Regional Re-entry Job & Resource Fairs were held at the American Job Centers in Huntingdon and Dyersburg with 22 employers participating and additional resource booths for the justice-involved participants. The Office of Probation and Parole referred jobseekers. An additional 20 hiring events were hosted throughout the Spring by employers open to hiring individuals with justice involvement.

In partnership with Alliance Staffing Group, LLC, the Board awarded training grants for several justice-involved individuals to gain skills in a production manufacturing environment through on-the-job training and mentorship, gaining long-term career skills while earning self-sufficient wages. Alliance Staffing also operates a Production Technician Apprenticeship program

registered with the US Department of Labor in which they have enrolled 18 justice-involved apprentices to date. The Related-Technical Instruction (RTI) component of the apprenticeship program is the Manufacturing Skill Standard Council's Certified Production Technician (CPT) program, funded through the Northwest Tennessee Workforce Board's Re-Entry Advanced Manufacturing Program (RAMP). As of June 2022, 222 participants have been served through 20 completed RAMP classes throughout the NW area, with 177 of those tested earning a credential in Safety, 137 in Quality, 111 in Manufacturing Processes, and 101 in Maintenance Awareness. Ninety-eight individuals have earned all four credentials to earn the full CPT credential.

Promoting Career Pathways and Developing the Youth Talent Pipeline

Manufacturing Pathways: Each year the Northwest area works with area high schools and employers to celebrate National Manufacturing (MFG) Day, held annually on the first Friday in October, in order to promote local career opportunities within the manufacturing industry. Due to the COVID-19 pandemic, the typically in-person events were mainly conducted in a virtual format this year with a MFG Day social media campaign. A local manufacturer representative and State Workforce Board Member, J Paul Jackson, Chief Operating Officer and Co-Found of THOR Boats, LLC, launched the month's events with a promotional video shared on the area's social media channels and with local high schools. The campaign also included micro videos from eleven additional local creators - Carhartt, Ceco Door, Dana Incorporated, Develey, Ermco, Granges, McKenzie Value, MTD, NSK Steering Systems, Southern Pride, and Tyson. Furthermore, schools were offered access to VirtualJobShadow.com in order for students to further explore careers in manufacturing.



Healthcare Pathways: The Northwest Tennessee Workforce Board coordinated with Lake County High School (LCHS), located in a distressed county, to host a joint healthcare event involving local healthcare employers and Dyersburg State Community College (DSCC). First, five senior level



students engaged in healthcare curriculum at the high school participated in mock interviews. Zabian



Sanders of Signature Healthcare in Ridgely and Jennifer Bentley

of Lake County Primary Care served as the interviewers, enabling the students to prepare for the employment interview in healthcare careers, as well as post-secondary healthcare programs which require interviews as part of the application process. Meanwhile, DSCC staff brought their ambulance simulator to expose students to careers as an EMT, Paramedic, Nurse, and Flight Nurse. Every single student in the high school (grades 9-12) toured the simulator in groups of 10-12, practicing CPR and intubating on a patient simulator, as well as feeling the simulation of traveling at 80 mph. The staff talked to the students about the day-to-day activities of being an EMT/Paramedic and how they can pursue an education and career in the medical field. DSCC staff also took the opportunity to talk to students about Fire Fighters being required to be EMTs, explaining the diversity of careers for EMTs. Since most of the students had never been inside an ambulance, it was a great learning experience for them.

Virtual Career Exploration: Utilizing Rural Initiative Grant funding made available by the Tennessee Department of Labor and Workforce Development (TDLWD), the Northwest Tennessee Workforce Board purchased five virtual reality career exploration headsets from TRANSFR VR for Lake County High School. The TRANSFR VR software, a virtual reality-based education and training workforce development platform, helps students and job seekers get on a path to middle skills employment. TRANSFR VR helps educators, workforce development professionals, economic development organizations, and employers provide simulations that allow students and job seekers to explore career pathways including Manufacturing, Automotive, Public Safety, Skilled Trades, Warehousing & Storage, and Hospitality & Tourism. New modules will be added as they become available, including Healthcare in 2022. Career Exploration funding made available later in the program year by the TDLWD was utilized to purchase career exploration licenses for an additional 11 headsets to be used for middle and high schools throughout the area's other eight counties.

Success Stories



Dakota Hassell, a 2021 Dyer County High School graduate and former participant of the Upward Bound program at Dyersburg State, was interested in math, science, and technology, but didn't really have a specific career plan. Dakota enrolled at UT Martin for computer science and coding, but it wasn't until he was placed in a paid internship at Tencom Services in Dyersburg through the Northwest TN Workforce Board/American Job Center's Work Experience program that he realized he wanted to do more IT and hands-on work. As a result, he switched his major to Management of Information Systems with a minor in Cyber Security.

Working at Tencom has allowed Dakota to gain experience, as well as earn several certifications such as Certified Technician, Dispatcher, and CBT Nuggets. Dakota says this experience has also greatly improved his communication skills by requiring him to answer the phones and speak to customers. In January 2022 Dakota was hired at Tencom and participated in an On-the-Job Training (OJT) grant which reimbursed Tencom for 50% of his wages during a specified training period. In June 2022, Dakota was also enrolled in Tencom's new Computer User Support Specialists Registered Apprenticeship program. Through a State Apprenticeship grant, Tencom received \$4,000 to offset costs of the related technical instruction (RTI) portion of the apprenticeship program. Michael Beavers, Senior Network Technician at Tenncom said, "Dakota is an outstanding young man and a hard worker."



After High School, **Collin Niegocki** was fascinated by the concept of Heating and Cooling and was encouraged to consider the HVAC program at the TCAT. Shortly thereafter in Fall 2020, he decided to enroll at TCAT-McKenzie. He earned his credential in the HVAC program in Fall 2021 and began working at Culley Mechanical Services.

Collin is thankful for the extra encouragement from his Career Advisor, Rhonda Mithcum. He says she guided him through the WIOA program by staying in contact with him and reminding him when he needed to complete paperwork. "School helped develop my way of thinking to use logic and work through problems that seem impossible," says Collin. "It has prepared me to never give up and to patiently work through things. I came to love HVAC and I have discovered that it is the right path for me. Most importantly, it has taught me that hard work is all it takes."

During her senior year in 2021, **Holly Lamb** was introduced to the WIOA Youth Work Experience Program through a school presentation at Lake County High School.



Upon graduation from Lake County High School in May 2021, she sought to secure her “first real job” as well as further her post-secondary education with online classes at Unity College. Career Advisors Rob Brown and Alyssa Roberts were able to help Holly secure and maintain a work experience position at the Reelfoot Lake State Park gift shop between June and December 2021. After her work experience, Holly remained at Reelfoot Lake State Park working part-time as a Gift Shop Clerk and filling in throughout the park when necessary. She plans to continue working while pursuing an Animal Health & Behavior degree.

Holly states “This program has taught me valuable information related to time management, organizational, and problem-solving skills, as well communication skills with management and the general public. It has taught me the value of working hard and good customer service skills.”

Breanna Lay was enrolled as an In-School Youth (ISY) participating in Work Experience at the One Stop Center at Dyersburg State Community College (DSCC). After being accepted into the nursing program, Breanna received supportive services, such as a gas card and clothing. Breanna feels the office job has really helped build her work experience and has allowed her to work around classes. Previous jobs in the food industry and at the YMCA childcare center at night made it difficult to take classes. Since the Work Experience program seeks to place participants in jobs that work around their class schedules, working at DSCC has been a huge help. As a bonus, Breanna is now earning more money than she was before. Breanna hopes to continue working at DSCC so that she can gain more experience while taking nursing classes.





William 'Shawn' Clark came into the American Job Center in Humboldt at the end of June 2021. An unemployed veteran, he was eager to go to school to earn his CDL. Shawn stated he had gone through many obstacles in life and was ready to make a change to make a better life for himself and his wife. Career Advisor, Olivia Capps determined Shawn eligible for services and enrolled him with WIOA to assist with the cost of attending school to earn his CDL. Shawn attended Roadrunner Driving School in Sharon, TN starting in mid-July 2021 and completed training at the beginning of August. Soon after finishing training and earning his CDL, he secured a job with Doyle Sims & Sons Trucking, Inc. Shawn has been employed with Doyle Sims & Sons Trucking since September 2021 and enjoys traveling the country for work with his wife by his side.



Jarrod Ashby had worked as a Correctional Officer, but had always wanted to be a Truck Driver. Unemployed and in need of training to enter the workforce, he came into the AJC Camden requesting WIOA assistance. Roadrunner Driving School Office Manager Victoria states, "Truck drivers make sure that millions of people have food, gas, clothing, and other essential everyday supplies. In short, truck drivers keep American moving." Jarrod was enthusiastic and eager to learn and caught on quickly, mastering the backing and driving techniques needed to pass his final skills/driving test.

He is now employed in the field of his training as a Truck Driver with DOT Foods in Dyersburg, TN, beginning in January 2022. Alicia, Human Resources with DOT Foods, stated that they are impressed with Jarrod and excited to have him on their team.



Gage Lowry graduated from high school knowing that he wanted to enter the workforce in a high paying trade career. After receiving information from family, friends, and school counselors about Journeyman Lineman training, Gage visited the North American Lineman Training Center in McEwen, TN. After a visit to the center confirmed this was the right path for him, Gage visited the American Job Center-Huntingdon to inquire about WIOA funding for his training.

The North American Lineman Training Center's mission is to provide the safest, most comprehensive training to the next generation of linemen. Linemen have always taken pride in their work and continue to strive to be first rate in this trade. They remain heroes to the community in times of outages.

Southwest

Local Workforce Development Board

PY21 Annual Narrative

American Job Centers

Customers were served in one comprehensive American Job Center (AJC) in Madison County, two affiliate AJCs in Hardin and Henderson Counties, and five specialized AJCs in Chester, Decatur, Hardeman, Haywood, and McNairy Counties during program year 2021 in Southwest TN. A total of over 100,000 individual services were offered over the course of the program year. Foot traffic entering the Southwest TN American Job Centers remained considerably lower than it was prior to the

pandemic. Therefore, outreach efforts into the communities were increased in order to meet customers where they were. Since tracking these outreach efforts beginning October 1, 2021, a total of 405 outreach events were conducted with a total of 2,485 individuals reached.

County	# of Events	# of People Reached
Chester	27	197
Decatur	5	115
Hardeman	16	31
Hardin	55	120
Haywood	61	372
Henderson	76	154
Madison	157	1,465
McNairy	8	31
TOTALS	405	2,485



AJC staff at a community event

All WIOA partner programs in S in efforts to meet the negotiate

Resource Room services was the number one reason for customer visits to the AJCs. The second reason customers came to the AJCs was for career coaching followed by job search assistance. During the program year a total of 189 customer surveys were completed with 96% of those reporting that they were satisfied or very satisfied with the AJC services. Job Readiness Workshops were offered monthly throughout the program year covering topics to assist customers with interview skills, resume building, dressing for success, and to provide information about Jobs4TN and all resources that the AJCs have to offer. The comprehensive AJC in Jackson hosted a workshop entitled "Start Your Own Business/Developing A Business Plan" in partnership with the Tennessee Small Business Development Center in October 2021. Additionally, workshops specific to Dislocated Workers and Re-Entry individuals were held at the Jackson AJC during the month of October.

Title I Services

	Adult & Dislocated Worker	Youth	Total Title I
KPI Goals	249	111	360
PY2021 New Enrollments	395	123	518

Title II Services

	Henderson County Schools	Jackson State Community College	Total Title II
KPI Goals	300	278	578
PY2021 New Enrollments	319	232	551

Title III & Other Employment Services

	KPI Goals	PY2021 New Enrollments
Wagner Peyser	648	433
SNAP E&T	213	231
Jobs for Veterans	24	37
RESEA / Title I co-enrollments	23	2
TAA / Title I co-enrollments	100%	0%
Re-Entry	71	85

Title V Services

	KPI Goal	PY2021 Exits
SCSEP	4	1

**Business Services**

During the 2021 program year one virtual and 72 in-person hiring events were held in the Southwest LWDA. A total of 579 individuals attended the hiring events. The Southwest Workforce Board executed On-the-Job Training (OJT) contracts with 10 employers and a total of 48 individuals were enrolled as OJT participants. Additionally, seven youth work experience contracts were executed in order to assist a total of 25 youth participants with paid youth work experiences.



Collaborations during monthly meetings held throughout the program year by the Business Services Team provided new outreach strategies for the LWDA. Members of the team included representatives from the local board, TDLWD, TN ECD, VR, AE, TDOC, Chambers of Commerce, local education providers, and other local stakeholders. The team was instrumental in planning



numerous in-demand sector career fairs throughout the program year in efforts to boost employers' recruitment opportunities in bringing jobseekers and employers together.

In partnership with local chambers of commerce, three separate Business Services Roundtable Meetings were held in Chester, Hardin, and Madison Counties for local

employers and community stakeholders. Presentations by Southwest LWDB staff and the OSO provided attendees with information on AJC services and allowed discussions for addressing workforce challenges.

Workforce Strategy Discussion

In July 2021, over 100 attendees gathered at Jackson State Community College to engage in a discussion with TDLWD Commissioner McCord. Those attending consisted of local elected officials, employers, postsecondary institutions, and other partners. Commissioner McCord discussed back to work efforts, long term strategies, talent pipelines, and other workforce needs. Of particular interest to the audience was accessing the veteran pipeline to assist with some of their workforce challenges.

New Partnerships & Opportunities

Throughout the program year, several new partnerships and opportunities were developed. The year started with a new OSO contractor, Career Team, and Career Service Provider (CSP) contractor, Dynamic Workforce Solutions, and shortly afterwards, in September 2021, it was announced that Ford Motor Company had selected the Memphis Regional Megasite, located in the Southwest LWDA in Haywood County, for one of the largest battery and vehicle manufacturing campuses in the country - Blue Oval City (BOC). Investing \$5.6 billion, creating 5,800 new jobs directly, and more than 27,000 new jobs indirectly and directly, BOC will drastically change the local area and region. Also during this program year, the Southwest area saw the reopening of a local hospital in Haywood County under Braden Health, over six years after the hospital was closed by the previous owners.

To prepare for the workforce needs related to BOC, Braden Health, and other area employers, the Southwest area continued to focus on developing talent pipelines and expanding services and capacity. Re-entry



services continued to be a priority, including partnerships with two local county jails for Certified Production Technician training at one and Building and Construction Trades training at another. The Southwest area, along with the Northwest and Greater Memphis LWDAs, also participated in a community partnership led by the University of Memphis, resulting in \$25 million being awarded under a Tennessee Opportunity Pilot Initiative Implementation Grant to improve outcomes for West Tennessee's low-income families. The project, named GROWWTH:

Growing Relational and Occupational Wealth in West Tennessee Households, will work toward eliminating key barriers to self-sufficiency for low-income wage earners in the West Tennessee region, thereby also addressing labor force challenges experienced by existing regional employers and the evolving workforce demand of BOC.

Furthermore, in March 2022 the Southwest area's Chief Local Elected Official elected to change the area's fiscal agent / staff to the board effective July 1, 2022 to the fiscal agent for the Northwest area. In addition to helping further regional alignment between the two areas, this partnership will also help each area offset the continued barrier of insufficient funding for the local areas as fiscal agent and board staff will be shared between the two areas. Although a step in the right direction, funding challenges will continue to be an obstacle for both Southwest, with an allocation of just \$1.5 million for the new program year, and Northwest, especially given the current labor shortages and unprecedented workforce needs as a result of BOC.

Success Stories - Submitted by Staff

"I have been working with a gentleman named Jeremy. He moved here without a job, and came into the office looking for help with finding job. He had been laid off before he moved here. He has a lot of experience in construction, warehouse, factory work, as a cook, and even in a grocery store. He was open to any job and already had a resume. We were able to fill out a job application for UGN. I also told him about TBDN and some other jobs. I also made a referral to Mrs. Cheryl for Dislocated Worker. I called him for a follow up a couple of weeks later and he still was looking for a job. The same day we received an email about OJT and I talked to Dante' (Title I) and he told me about a contract he has with Adient in Lexington. I called Mr. Jeremy and he said he had actually just filled out an application for them that day. Dante' called the HR lady and gave her Jeremy's name and he started working there this week! He is working 2nd shift. He will be in today to do paperwork with Mrs. Cheryl. He was very thankful."

"I received a phone call from Ms. Jones informing me that she got the job I helped her fill out and apply for at Aldi in Jackson, TN. While she was here on the 14th of this month, I also talked to her about the Adult Education program because she said she did not have a high school diploma or a HiSet. She also informed me over the phone today that she will be here at the AJC tomorrow for the Adult Education orientation. She was very thankful and appreciative for being told and encouraged to make that step."

"Miss Amanda came in initially about 4-5 weeks ago to file her unemployment claim, as she had just lost her job. She wasn't good at all with computers. She needed help with everything from pulling up Google, to certifying every week, and putting in job applications. Every Monday for the past month and a half, I've helped her with her weekly certifications and passed along any job leads I knew of in her desired field. Miss Amanda caught on very fast when it came to the computer part of things. By the second or third week she was doing the biggest part of her certifications on her own. Each week she'd need less and less help from me. By the fifth week or so (this past Monday, 12/06/2021) not only did Miss Amanda have a new job, but she was also familiar enough with a computer to do her weekly certifications completely on her own, AND pull up Google to browse the web as she pleases in the future!"

"William came to the AJC because he wanted to obtain his high school equivalency diploma (HiSET). He enrolled in the Adult Education and Title I programs and received his HiSET in just five weeks on March 15th! William is now participating in the On- the-Job Training program to obtain a full time job."

**Greater Memphis
Local Workforce Development Board
PY21 Annual Narrative**

The Greater Memphis Local Workforce Development Board annual narrative for PY21 highlights progress towards meeting the strategic vision and goals for the workforce development system. The narrative describes innovative ways that supported our community residents and employers in unprecedented ways to deliver in-person and virtual services with exceptional perseverance.

Promising Practices

Greater Memphis

Network of Access Points

The Network of Access Points operate outside of the traditional American Job Center structure delivering a broad range of career, training, and related services defined in close coordination with partner agencies established and required by WIOA to participants, as well as additional partners whose services and resources may benefit customers.

Through collaborative partnerships, the development of Access Points for WIOA services will expand the opportunity for greater delivery of services throughout Greater Memphis. The Network of Access Points will offer opportunities to engage and reengage those who would normally have limited access to services offered through WIOA funded programs.

The goal is to provide services to WIOA adult, dislocated workers, and youth; ISY and OSY individuals. This network of alternative sites will run as parallel Title I system and seek to significantly increase the local service footprint within the area and increase access and availability of WIOA services.

Since its inception, March 1, 2020, the Network of Access Points' Provider has executed eighty- five (85) MOUs with community partners and agencies, such as, the Mark Luttrell Transition

Center, Shelby County Office of Reentry, Shelby County Government, Community Libraries, Dress for Success-Memphis, and the Boys and Girls Club, just to name few.

Through this network GM has been able to increase the level and quality of service delivery as well as increase the knowledge of available resources offered through WIOA Title I programs. Over eight hundred individuals were seen or serviced through the access points during the program year.

Greater MPACT

Successful launch of the **Greater MPACT** program. The goal of The Greater MPACT Program is to provide individuals at transitional points in their lives with resources and guidance as they reconnect with society and rediscover their potential and gain confidence. The Greater MPACT Program provides focused internships/work experience opportunities, supportive services, educational resources, job placements, and partnerships with transitional homes that offer mental health, medical, and rehabilitation services. The Greater MPACT Program will meet clients where they are assuring, they are seen, valued, and contributing members of society.

We will conduct outreach and provide career services at transitional housing and recovery centers through partnerships such as Persevere, CAAP, Thistle & Bee, and more. We incorporate strong initial assessment and Individual Employment Plan (IEP) development designed to rapidly immerse them in their future through job readiness, career exploration, financial literacy skill development, work-based learning, connection to full-time unsubsidized employment, retention, and advancement services for 12 mos. post-exit. Participants complete Transformation 101 Bootcamp before placed on a 5-month Internship. 50+ participants participated in internships at an average wage of \$20+ hour. Two participants recently received permanent, full-time offers from a WEX training provider earning \$45,000/yr. Several others have received permanent

Currently have relationships with employers in various sectors such as information technology, advanced manufacturing, construction, and hospitality in all four counties that are open to employing individuals that fall into the special populations served by the Greater MPACT Program. These populations include but are not limited to individuals in recovery, justice involved, homeless individuals and Veterans.



Strategic Initiatives and Challenges during the COVID-19 Pandemic

Career Services Best Practices:

- Virtual Services and Social Media-In 2022, 35% of New Customer Registration Forms cited Social Media/Virtual Services Outreach as the answer to the question, "How did you hear about us? Also, AJC Linktree and QR scan code developed to outreach to community and promote virtual service delivery.
- Access Points Service Delivery-There are 90+ access points across the region with community partners and agencies to provide AJC services.
- Live and Self-Directed Workshops & Introduction to Services. Career Accelerate is an evidence-informed, employment-focused adult work readiness curriculum through workshop sessions that teaches the workplace skills required by employers.
- Incorporation of Greater MPACT program. A pilot developed to provide intense AJC services within transitional facilities.
- Consistent staffing/retention-The retention rate for Title I staff has increased which has helped to provide solid service delivery and increase performance benchmarks across the region.
- Business Solutions team strategically focused on employer engagement, high wages in in-demand industries, and upskilling workers utilizing grants.

- Robust youth model developed for ISY and OSY to engage youth across Greater Memphis. Revamping of program saw an overall increase of youth being served especially through the work experience programs.
- Increased rural engagement with employers, participants, and community partners.

Challenges:

- Center traffic is an on-going challenge. Traffic within the AJCs has not increased to pre- pandemic levels. Other initiatives were put into place to outreach to potential participants in the community such as access points and virtual services.
- Community buy-in to going back to work. There are several factors driving the decrease in labor participation such as health concerns, gig economy, etc.

Business Services Recap

- 132 Hiring Events/Job Fairs (261 participating companies) hosted by the American Job Centers
- 1,383 Job orders created (staff)
- Provided 25,468 total services to 2,397 employers
- 16 Business Grants Awarded in the amount of: \$1,977,083.93
 - 24 Incumbent Worker Training Grants with the potential of upskilling 357 employees with an average salary of \$26.57.
 - 36 On the Job Training Grants with the intent to hire up to 385 new employees earning an average wage of \$14.91/hour.

Success Stories

Greater Memphis

Adult Program Participant, Shelby County (media release on file)

Ms. Cornisha Woodson worked with the American Job Center for training funding, supportive services, and job placement support. She was experiencing financial hardship that prevented her from going to CDL school because of the tuition cost. “Working in the warehouse, I was not making enough and did not feel fulfilled doing that type of work. That's the only type of work I had ever done and wanted more for my life and my family. I was only making about \$35,000 annually. When I got to the American Job Center, I couldn't work a full-time job. I took a risk coming to the AJC to start a new journey and not work as many hours so that I could go to school. CDL school was challenging. In the end, it was all

worth it.”

Ms. Woodson received a credential from Roadmaster for a Commercial Driver’s License. She successfully completed all her coursework and successfully obtained her CDL license. Ms. Woodson is now employed at Werner Enterprise making approximately \$70,000 annually. “I am making enough now to support my family and myself. The American Job Center really is a help. Now I am making about \$70,000 annually and I owe that increase part to the American Job

Center. Also, the truck driver’s field is a male-dominated industry. It felt good to come in and be successful as a minority.”

**Dislocated Worker/Apprenticeship Program Participant,
Lauderdale County (media release on file)**



“When I was forty, I reached a point in my career that it was impossible to advance any further, and with a wife and two small children I needed a career that would provide a better living with benefits and a future. I began to ask people what they did for a living, and did they enjoy it. After almost a year, it was a union electrician that convinced me to give it a shot. It is tough making a career change at any point in your life, but with the assistance of the American Job Center, which provided my first year of books, a laptop, and a toolkit, I was able to take on the challenge. I was a bit nervous about returning to a classroom after 25 years of being out of school but starting my apprenticeship training by joining the IBEW and JATC was the best decision of my life, and it would have been tough without the help and encouragement from Mrs. Tonya Paris with the American Job Center of Ripley. I look forward to a much more productive and prosperous future.”

**WIOA Youth Program Participant, Shelby County (youth
participant agreement with media release on file)**

Mr. Jetson Young participated in the Career Launch program for young adults in 2021. In

order to pursue his career pathway, Mr. Young needed assistance with tuition for CDL training. At the time, he was unemployed and living in a hotel room with his family.

All he had was a dream of becoming a truck driver. Our Talent Development Specialist worked with Mr. Young who acted quickly to become enrolled in the program and get started at Drive Train. After about six weeks, Mr. Young completed training, passed his CDL Exam and gained employment as a truck driver.

Mr. Young now has transportation, stable housing and is making \$24 per hour! He is now more hopeful with his life and aspirations and sounds much more confident than he did when he first contacted the AJC.

RESEA Program Participant, Lauderdale County (media release on file)



Ms. Lakisha Maxwell was unemployed for over a year after being laid off. Her financial support was soon ending, and she did not know what she was going to do. “I was very depressed, feeling low, and was unsure of how I was going to take care for myself and my family. A Talent Development Specialist with the American Job Center reached out to me and offered me the opportunity of a lifetime!”

The AJC enrolled Ms. Maxwell in the Title I Career Services program that helped her find employment. She started off in the work experience program as a COVID-19 Screener at the American Job Center in Ripley. This led her to “the best career that I’ve ever had” as a full-time Hiring Coordinator at Staffmark. “The assistance that I received from Mrs. Sherry actually helped me not only secure employment, but it also improved my life. My life has been upward bound, and I owe it to the opportunity that I received through the local AJC.”

Northeast
Local Workforce Development Board
PY21 Annual Narrative

Challenges

The COVID-19 pandemic and subsequent variants, for most of 2021 and the first portion of 2022, led to an unprecedented challenge to the workforce system and the world of work. The pandemic reduced jobs and placed millions of livelihoods at risk. At the beginning of the pandemic, the public health emergency forced many businesses to close their doors. Adhering to workplace safety and health practices, the AJCs were forced to close on several occasions because of illnesses and/or isolation mandates. During modified AJC access, employees were deployed in work-from-home status and by appointment only for in-person customer needs. Even as the economy began to rebound and businesses hired workers, the aftereffects of the pandemic are still with us.

Many workers either transitioned to full-time remote work, experienced temporary furloughs, or saw their jobs eliminated permanently. Many females were forced to leave jobs and stay home with children when schools and childcare centers closed due to health and safety guidelines. Recent reports show that, as labor force participation rates fell, women lost jobs at a faster rate than men when the pandemic hit and were then hired at a slower rate than men as the economy recovered. Additionally, by May 2022, the share of working-age people who had dropped out of the labor force reached over 36 percent.

The pandemic has changed where we work, how we work and when we work. And because the labor market is so tight right now, businesses are trying to figure out how to keep the employees they already have. Companies are desperate to fill an increasing number of open positions as more employees are quitting their jobs. The “Great Resignation” led to millions of job openings in 2022, as millions of Americans quit their jobs.

The Northeast has struggled with rebounding from the pandemic. Employers still struggle to hire and retain workers two years into the pandemic. Many who left the workforce during coronavirus-related disruptions did not return. The Northeast has seen numerous unemployed individuals who lack the desire to return to the workforce nor wish to be enrolled in training programs. The AJCs battle the lack of foot traffic as many customers are still distancing themselves from others. Society was forced to turn to technology during the pandemic and more people are relying on electronic tools to interact with others and conduct business.

The local area has 8 American Job Centers. One AJC is in each of the 8 most northeastern counties in TN. The Northeast has 2 comprehensive and 6 affiliate centers. It has become increasingly difficult to recruit potential participants who would normally visit one of the AJC for services. In the past year, traffic counts in the Northeast AJCs have been down by about 30%. Some of the affiliate sites that are located in the most rural areas were down by almost 100%. Approximately 88% of customers used technology, such as a home computer or smartphone/PDA, to access services, and only about 12% of customers visited an AJC for services.

Despite the challenges of the pandemic, attainment of strategic goals and providing customer service remained important objectives and required the system to develop appropriate responses to labor market needs in PY21. One strategy used was the Virtual American Job Center and tools such as Zoom and Teams for communication. Socially distant job fairs were held in AJC parking lots and virtual hiring events were provided through Premier Virtual. These platforms were utilized to ensure continuity of customer service and to provide the opportunity for communication between partners, decision-making by stakeholders, and response to changing health and safety conditions.

Accomplishments

During the last program year, all partners in the AJCs served 9,746 customers through virtual or in-person interaction. Northeast AJCs provided 122,506 services to the 9,000+ customers served. WIOA Title I served 750 individuals, and all performance measures were successfully attained. 16,505 individuals registered to receive Title III Wagner Peyser employment services. Northeast enrolled 57 participants and served 11 employers in the National Dislocated Worker Grant program. Thousands of unemployed individuals received outreach via phone and email regarding the availability of NDWG services and job fairs through the local AJCs.

Partner Programs

The system's **Adult Education** partner served 651 learners and awarded 194 diplomas. Adult Ed provided instruction to improve skills in math, science, social studies, reading, writing and employability. The local adult education provider also partnered with local jails and business and industry to provide educational services to justice involved individuals. Adult Ed provided high school equivalency, literacy, numeracy, soft skills, and workforce training classes to 55 (Justice Involved Individuals) JIIs.

Vocational Rehabilitation served 808 individuals with disabilities in the 8-county area. Twenty-three individuals gained unsubsidized employment and 38 cases were successfully closed.

In the last program year, **TANF** has provided a total of \$39,100 in incentive dollars to TANF participants for specific milestones: \$17,500-Over Income (TANF participants whose earned income was over the limits to participate in TANF services and case closed successfully), \$19,200-Completed Post-Secondary Education, \$2,400-Obtained GED/HiSET. The **Non-Custodial Parent Program (NCP)** served 286 parents. Eligible unemployed or “under-employed” non-custodial parents are court-ordered into the program to get help finding a job. Through employment assistance to IMPACT Non-Custodial parents, the program has assisted with \$95,244.43 in child support payments being paid into the system. Additionally, the NCP program provided a total of 3,112 Two-Generation (2GEN) services to non-Custodial parents. 2GEN services focus on the whole family and assists with moving children and their parents toward educational success and economic security.

JSVG

On July 2, DVOS Ed Thomas traveled to Nashville for the American Legion Department of Tennessee Convention to accept the 2022 Employment Service Award on behalf of the Johnson City American Job Center, the Disabled Veterans Outreach Program, and the Local Veterans Employment Representative Program. These three awards were in recognition of assisting veterans with employment in Johnson City and Washington County. DVOS Thomas assisted 13 veterans with obtaining full time employment, including 7 disabled veterans.

Re-entry/Justice Involved Initiatives

Re-entry initiatives included active participation in the Tennessee Re-Entry Collaborative (TREC) and partnership with the Caring Workplaces program. Northeast received a grant from the OOR, in May 2022, projecting to serve 19 Justice Involved Individuals (JIIs), by providing them with basic needs upon release from incarceration. The NETLWDB partnered with the local Day Reporting Center and served 70 JIIs in six weeks. Participants were provided transportation assistance, housing assistance, and employment-related supportive services. Participants also received notice of job fairs, labor market information, and workforce preparation activities through workshops held at the Day Reporting Center.

Through services provided in the AJC’s and through statewide grants, Northeast provided re-entry services to 383 JIIs.

Services to Business and Industry

TDLWD allocated \$57,455 to the NETLWDB for Rapid Response and Layoff Aversion program activities. Rapid Response and Layoff Aversion activities included training classes and funding for occupational training through the region's institutions regulated by the Tennessee Higher Education Commission. With these resources, 6 Northeast TN employers were served, and 41 incumbent workers received training. The Northeast Business Services Team assisted 1,066 employers and provided 4,429 total services, including job fairs, applicant recruitment, outreach, and JOBS4TN technical assistance. Northeast expended more than \$120,000 in specialized TDLWD Apprenticeship funding to train 213 apprentices.

Community Partnerships

Caring Workplaces

In 2020, the First TN Development District launched the Caring Workplaces Initiative through a \$1.3 million Workforce Opportunities for Rural Communities grant, creating an ecosystem of recovery-friendly employers and supporting the nontraditional workforce pipeline for those in substance abuse recovery and/or justice-involved situations. Certified Peer Recovery Specialists, available through partnership with Ballad Health, provided navigation services to help clients re-enter society and successfully re-enter the workforce. In addition to providing potential employees, the program helps employers who want to create a caring and supportive culture for their employees. Employers can be a Caring Workplace by using the services to create culture change and may choose to use the workforce pipeline as well. Job matches between navigator-supported clients and employers were created through Northeast AJCs and are tracked through JOBS4TN Wagner Peyser. In PY 21, the Caring Workplaces program referred over 300 JIIs to the AJCs. Twenty-five employers have been engaged and 118 participants employed. Three JIIs have reached one year retention in their jobs.



Veterans Advantage: Cycle Across Tennessee

The statewide bicycle ride to raise awareness about the advantages of hiring veterans, culminated with a stop in Kingsport, TN at the Regional Center for Advanced Manufacturing (RCAM). The Kingsport American Job Center partners hosted a hiring event that focused on the veteran services available at American Job Centers and employers who hire veterans.



Success Stories

Re-entry Program

- A customer called the Kingsport AJC to see what services and jobs are available. He was struggling to find work because he is new to the area and is justice-involved with long gaps in employment. He was able to come into the office, meet with a re-entry Advisor, and was enrolled. The participant quickly got a job at Golden Corral but is seeking employment in construction or a trade. The career specialist has helped him with a resume and a letter of explanation and provided him with materials on WOTC and Federal Bonding. The participant continues to do well at Golden Corral and has an appointment to meet with Vic Davis Construction regarding a pipe-fitter position.

- Reuben Hyder, is a re-entry participant that was co-enrolled with Title I and the SNAP E&T program. Reuben was released



from an out-of-state prison at the beginning of pandemic. Through the efforts of the AJC, Reuben is currently enrolled at TCAT Elizabethton in the Automotive Technology program. He just graduated from his Phase 3 program at the Day Reporting Center. Reuben also received support services through the statewide OOR grant and was provided work boots for the construction job he is working while attending TCAT. Mr. Hyder is shown, in the picture on the left, with the Snap E&T Coordinator, Sangel Blue.



Reuben wrote the following letter regarding participation in the statewide re-entry initiative:

To whom it may concern:

Thank you so very much for providing me w/ a great quality work boot, work shirts & work pants. I have never had a pair of boots that cost this much that wasn't bought w/ drug money. Now that I am making healthier decisions in my life and not chasing that dirty money, I haven't been able to afford myself as many quality items in my life. At some point, with hard work and dedication, they will come. It feels so good to work hard w/ a pair of boots that feel so good on my feet and are safe to work in at the same time. I believe w/ all my heart this is another instance where God has shown me grace and used someone to bless me even though I do not deserve it. So thank you for your generous gift. After a long day of work and school my feet feel so much better.

With great thanks,

Reuben Hyder

- Another participant, in the statewide JII grant, sent the following note:
I just wanted to write and say thank you so much for the grant money the DRC received for me to be able to get the scrubs and work shoes that I needed but honestly could not afford at the time. It means so much to me to know that there's people out there that still care enough to try and help others in need. These uniforms are most appreciated!
Thanks again,
Holly Bowers
- Jason Stout, Residential Tech- Acute High Needs @ Turning Point, was a referral from the local TDOC Day Reporting Center (DRC) and provided the following story:



"Bad chapters can still create great stories. Wrong paths can still lead to right places. Failed dreams can still create successful people. Sometimes it takes losing yourself to find yourself." -Cynthia Thurlow

If you told any of my teachers from any grade level that I have been to prison, am a former heroin addict, and a convicted felon they'd have a hard time believing it. I was never considered a "troublemaker," or "misfit." I can only remember having detention once, I always made the honor role, and excelled at sports. Growing up, all these things happened very easily for me and that was the beginning of my problems.

You see, as childhood accomplishments grew at ease, so did my expectations of success into adulthood. It became my belief that life was going to be easy for me, that I would never have to work as hard as others. My ego began to inflate. Combine that with an inability to properly understand and express my emotions and you have the perfect combination for an addictive mindset.

Equally contributing to my addiction was how I chose to respond to things which didn't go my way. Instead of considering that I needed to work harder, I chose to believe my failures were due to favoritism, social class, and popularity. I felt entitled, took little responsibility, fed my ego, and created the narrative of being a victim. By doing so, I prevented myself from discovering the true power within, I cut myself off from my higher power and sense of self-worth. I began using drugs and alcohol, got bored with life, and used more drugs and alcohol to deal with that. This pattern continued and progressed until I was 37 years old and facing aggravated robbery charges for robbing a pharmacy using my childhood B.B. gun. That's where

MY best thinking got me. I used to question everything and everyone except for the person who contributed most to my misery, myself.

My crime occurred in February 2017. It was my thinking and my actions that got me arrested for the first time that frigid, dark winter. No one else was responsible, only me. Today, I find tremendous gratitude for the consequences of my crime because it forced me to take responsibility not only for the crime, but most importantly for my life. The process gave me the opportunity to intimately know the greatness that God designed me with and the opportunity to find out that happiness truly comes from the inside out, a gift not dependent on any outside source.

I spent 9 months in rehab and in sober living prior to my incarceration. These were the most critical months of my life. Without the changes of perception which my higher power brought to me there, I have no doubt that I'd either still be in prison today or ashes on the mantle. While there, I was introduced to Alcoholics Anonymous, got a sponsor, and most importantly, I WORKED the 12 steps. As a result, I began developing a spiritual existence. I had spiritual experiences, became aware of my defects of character, worked through my fears and resentments, made some amends, began taking daily inventories of my wrong doings and corrected them. This all led to a spiritual awakening and genuine desire for continued growth leading into my incarceration. By the time I went behind the razor and barbed wire, I had an attitude of light and perseverance.

While incarcerated I focused on spiritual, conscious, and mental growth through self-inquiry courses available through the mail. I read over 100 books. I began meditating and praying. This all resulted in peace and patience where there was once only stress, worry, and anxiety. I found an ability to accept the moment for what it was and make the best of it despite the chaos around me. I finally understood how happiness is truly just a choice because how I choose to respond to life is so much more significant to my serenity than what happens to me. I no longer victimized my mind or limited my potential.

In addition, I became inspired by artists around me and began to believe I could apply my newfound focus and patience toward developing a new talent as an artist. I began to practice my craft daily. Surprisingly, the ability came easy to me and began using it to tell my story. I began drawing portraits for other inmates and prison staff. This earned me trust and respect and opened the door to start A.A. meetings for other prisoners. I have continued this on the outside since being paroled in June 2021.

Today, I am an advertised portrait artist, a Residential Tech-Acute High Needs at Turning Point, and soon, a Certified Peer Recovery Specialist. I actually get paid to carry the message of recovery and my experiences with it. I'm honored to be a board member for the REBOS building and Central Group of A.A. in Johnson City. I'm a homegroup member of the "Just for Today" group of N.A. in Elizabethton, and I also attend SMART Recovery meetings in Johnson City. I am a graduate of DRC through the Department of Corrections in Johnson City. My sponsorship family has a saying which definitely applies to my experiences, "Look What God Did!" My life is everything I once believed it never could be. God has truly done for me what I could not do for myself!

Once I receive my CPRS certification through the state, the groups I lead here at Turning Point will revolve around the power I have found through simply changing my perceptions, how the human experience tends to most often make choices based on worse case scenarios and fears and how I have been able to get out of my own way by realizing that the worst case rarely happens. Instead, I make choices based on what I really want. Sometimes I get it!

TAA

TAA participant, Kathy Melton, completed training and obtained a job. She wrote up her success story:

Success at Any Age: I worked over 27 years at Kennametal and 37 years total in manufacturing. When Kennametal closed, I found myself facing a potential age challenge with new employment. After careful consideration, I determined I had to change courses in my career. I had some office skills but not enough to feel confident enough to get a job in that field. The American Job Center of Johnson City gave me the opportunity to learn and sharpen my skills by providing tuition and other resources that I would need to further my education. I enrolled in a 1-year course of Administrative Office Technology at TCAT – Elizabethton and graduated with a 4.0. Will Robinson (my instructor) and the TCAT staff work diligently to help students find job opportunities.

I am forever grateful to the American Job Center for providing help to me. A benefit with the program I received emails for job leads on a weekly basis that led me to my current job. I now work at a law firm in Johnson City.

Families First

Holly began the Families First program, in May 2022, as a single parent with two early elementary aged children. After enrollment with Families First, she was connected with the WIOA Title I Program to provide additional support in mitigating some of her barriers to employment. Between both programs, she received transportation assistance, auto repair, dental assistance, uniform assistance, job search assistance, and a laptop. WIOA Title I and Families First was able to work together to assist in finding a receptionist position for Holly and she is currently transitioning out of WIOA as a full-time employee, making \$12.00 per hour.

Caring Workplaces

Caring Workplaces participant, who we will call Gavin, was successfully hired with a Caring Workplaces employer, GRC construction. This was GRC's first hire through the Caring Workplaces and Gavin's first time working in the construction field. Gavin, having little to no construction experience, was given the job of "cleaning up" the worksites and "assisting" construction workers with basic errands. Gavin, who was justice involved and in recovery started at GRC and did not have a driver's license because it had been revoked years prior. However, he was working towards paying off the reinstatement fee and getting his license back. Although Gavin didn't have a license, he never missed a day of work and always made sure he had transportation lined up for himself. The president of the company took a keen interest in Gavin as he heard from Gavin's foreman about what a great work ethic Gavin had and how much Gavin impressed him. The foreman told the president about how Gavin would walk around the worksite looking for trash to pick up, just to keep busy if he had finished all his other duties. Because of this self-motivation and work ethic, the president called Gavin into his office one day to have a chat. He found out that Gavin owed a \$300 license reinstatement fee. The president of the company made a plan to help Gavin. GRC agreed to immediately pay the \$300 and only asked that Gavin pay back \$100 of that through \$5 deductions each paycheck. Gavin was able to successfully get his license back and recently had his first performance evaluation. He had a wonderful performance review. Gavin was given a \$2 raise and was asked about his willingness to attend a basic carpentry class one night a week in order to learn basic construction skills and potentially be able to be promoted into better paying positions. Gavin agreed and is now attending classes.

**Southeast
Local Workforce Development Board
PY21 Annual Narrative**

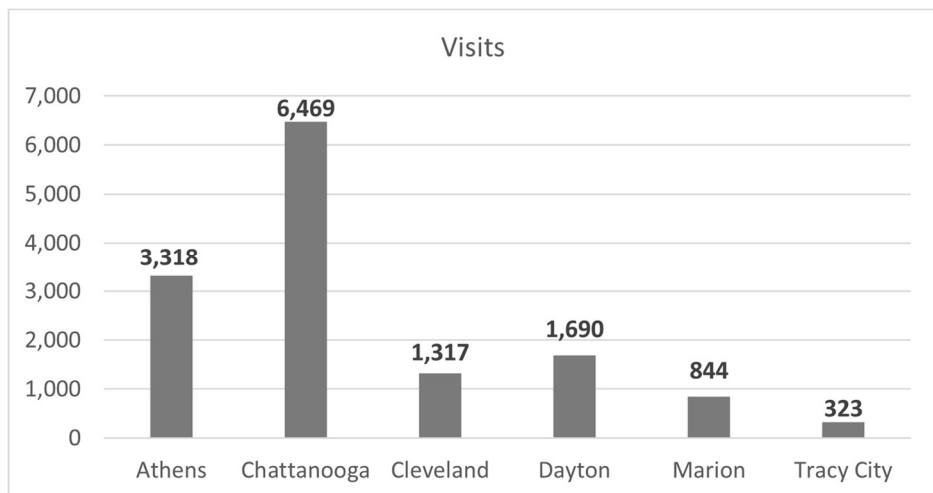
The Southeast Tennessee Local Workforce Development Area has a total of six (6) American Job Center locations across the ten-county region. There are two comprehensive centers located in Athens and Chattanooga, three affiliate centers located in Cleveland, Dayton, and Marion County, and one specialized center in Tracy City.

The Tracy City AJC opened in the South Cumberland Learning and Development Center (former Grundy County High School) in the spring of 2021 and was certified in August of 2021. This specialized center is designed to serve the distressed and persistent poverty Grundy County. In PY2021, the Tracy City AJC received 323 visits.

Southeast Tennessee AJC Visits

Traffic in the American Job Centers increased year over year but have not yet returned to pre-pandemic levels.

Between July 1, 2021, and June 30, 2022, the region received 13,961 visits to the Southeast Tennessee American Job Centers.



Southeast Tennessee Business Services

Business Services Team (BST) members are working to increase outreach to businesses in each of the 10 counties in the Southeast LWDA. The BST works with businesses to help them post job openings, schedule job fairs, and promote hiring events on social media and the website.

Job Fairs and Hiring Events

From July 1, 2021, through June 30, 2022, a total of 147 local businesses participated in 379 job fair events, on-site in an AJC and off-site in their local community, where a total of 1,354 individuals attended. Outside of hiring events, American Job Center staff referred 1,542 AJC visitors to local employers.

Employer Recruitment

From July 1, 2021, to June 30, 2022, there were 237 recruited employers registered in Jobs4TN.gov in the ten-county region of Southeast in Jobs4TN.gov.

On-the-Job Training and Incumbent Worker Training

From July 1, 2021, to June 30, 2022, A total of 11 local businesses received on-the-job training grant funds to train 110 participants in the program year. This included 94 Adult participants who were placed with 10 different employers, and 16 Youth participants placed with 6 different employers. All participants were hired directly with the business partner, and up to 50% of grant funds were reimbursed for the cost of training.

Additionally, nine employers received Incumbent Worker Training grants to upskill employers with at least six months tenure. Approximately 113 incumbent workers received training in PY2021.



@SoutheastAJC— Between July 1, 2021, and June 30, 2022, the BST posted flyers for hiring events, community resources, and workshops on the American Job Center Facebook page. Those posts resulted in 1,081 page visits and were seen 64,973 times by people in their own News Feed or shared by one of their friends.

Rapid Response Activity

The Southeast Tennessee Local Workforce Development Area received Worker Adjustment and Retraining Notifications (WARNs) from three locations in PY2021, a loss of 970 jobs. Regis Corporation closed a distribution center for the hair salon chain closed permanently, affecting 80 employees. A total of 890 of jobs lost were in manufacturing firms McMinn County with permanent layoffs of 350 employees at Resolute Forrest in Calhoun in February, and 540 employees Waupaca Foundry in Etowah in June.

Southeast Tennessee Enrollment Summary

PY21 Career Services Enrollments by AJC Location:

Enrollments (7/1/21 – 6/30/22)	Athens	Chattanooga	Cleveland	Dayton	Tracy City	Marion County	Total
Adult	38	129	40	40	20	65	292
DW	16	51	11	13	1	5	97
Youth	20	67	33	34	7	37	411

Adult Education: A total of 1,389 students were enrolled in PY 21 (July 1, 2021, to May 31, 2022). A total of 349 students earned a high school equivalency diploma during that period, and 40% of the students have shown measurable skills gains.

Vocational Rehabilitation: At the end of the Program year, there were 876 active cases. Throughout the Program Year, Vocational Rehabilitation saw 409 applications, 48 working customers, and closed 98 cases successfully after 90 days of employment.

Outreach in Distressed Bledsoe County

Starting October 27th, 2021, American Job Center Staff began conducting outreach on a weekly basis in the Pikeville Municipal Building, maintaining a regular presence in Bledsoe County. During that time, we have been able to foster relationships with local partners in the community and provide services for those who would otherwise have limited access to the centers. By maintaining a regular presence, the AJC is now a known resource in the community. Since implementing this outreach, a total of 14 individuals were enrolled in Title I Career Services. The RESEA program was able to meet with participants locally in Pikeville, eliminating the need for the customer to drive to Dayton to receive services. Adult Education offers Reading, Writing, and Social Studies classes at Pikeville United Methodist Church on Thursday evenings, and all subjects (Reading, Writing, Math, Science and Social Studies) in Bledsoe County Jail Monday through Thursday evenings.

Outreach and Services for Returning Talent

AJC Staff have been working to reach out to justice involved individuals throughout the area

this past program year. Through those efforts, we have increased the number of job and resource fairs specifically for those who are justice involved. We have also developed pipelines for training and future employment for individuals who are re-entering a normal life.

Collaborating with Bradley County Justice Center, Adult Education, Title I Career Services, City Fields, and Cleveland State Community College, four individuals were able to attend Cleveland State's HVAC bootcamp program this spring, with training costs and wrap around covered by Title I and City Fields upon their release.

Programs like this and the New Life Job Fair provide an opportunity for individuals to receive valuable skills and networking that will allow them to re-enter the workforce and society, reducing the recidivism rate.

Southeast Tennessee Receives Career Exploration Grants

The Southeast Tennessee Local Workforce Development Board (STLWDB) has been awarded \$95k in demonstration grants for career exploration by the Tennessee Department of Labor and Workforce Development. This is the second round of funding since April of 2020 when the local area purchased licenses for nine (9) Transfr Virtual Reality headsets to be shared with the Local Education Agencies (LEAs) in the region.



This year's funding extended the annual licenses to provide continued support for those career exploration activities. To date, all LEAs in the Southeast have utilized the headsets for college and career fairs, classroom activities, and summer learning camps. Students in elementary, middle, and high schools have benefited from the immersive experience of specific careers designed to help youth identify those that align with their skills and interests. The virtual reality platform provides students an immersive experience, allowing them to perform tasks associated with manufacturing, skilled trades, warehousing and storage, hospitality and tourism, public safety, and automotive careers in virtual reality.



In addition to the LEAs, the Transfr VR headsets have been shared with community colleges, community-based organizations, and employers throughout the region. Each partner has shared positive reviews of this innovative tool to help youth experience in-demand occupations in the local area.



Bradley County Schools was awarded funds for four projects in partnership with the STLWDB , including books and posters for the STEM on the Greenway career exploration event held on May 7th, a Dell Tech Team Camp Academy that allows fifth grade students to explore technical careers and learn computer repair techniques during the summer, development of career exploration videos for the PIE-to-Go STEM Bus, and Room Transformation in a Box career exploration kits for three (3) grade levels at seven (7) schools.

Rhea County Schools will receive equipment used to demonstrate Program Logic Controls (PLCs) that are identical to PLCs used in manufacturing at Nokian Tyres, one of Rhea County's largest employers. The equipment will allow Work-Based Learning students who are currently placed at Nokian to have hands on experience with the equipment in preparation for work at the plant.

The equipment includes a CompactLogix Ethernet processor and suitcase PLC trainer with simulators to experience an actual workplace setting, which will encourage them to pursue additional training and employment in manufacturing. Middle school students will also be introduced to the equipment with Career Exploration introductory lessons taught by the instructor.

Core Programs	Target	Attained	Percentage
Adult/DW /NDWG	409	429	104.9%
Youth	141	191	135.5%
Adult Education	1,200	1,389	115.8%
Wagner Peyser	3,381	3,409	100.8%
Additional Programs			
RESEA (co-enrolled: Title I)	20	5	25%
SNAP E&T (Enrollments)	154	200	129.9%
TAA (co-enrolled: Title I)	100%	69.23%	69.23%

Targeted Populations			
Jobs for Veterans State Grants	36	19	52.8%
Reentry	117	101	86.3%
Apprenticeships (6/23)	1,423	TBD	TBD

East

Local Workforce Development Board

PY21 Annual Narrative

I. East Promising Practices

- Technology Implementation:
 - East LWDA continued its use of a number of technology platforms to enhance its operations of the AJCs due to negative impacts of COVID during PY 21-22. Use of these technology platforms is a significant reason East maintained its level of service. These technologies include Engage by Cell, DocuSign, Premier Virtual, Cisco WebEx, Doodle, Menti, and Survey Monkey.
 - East continued use of Purple, a video interpreting tool for hearing-impaired.
 - East continued use of Google Business Profile for its AJC network. Board staff and East AJC partners review the customer feedback from customers visiting AJCs.
 - East sponsored 7 Registered Apprenticeship programs serving 109 apprentices.
 - East used multiple funding sources to underwrite 10 Incumbent Worker Training contracts (2 in at-risk or distressed counties) totaling 178,361.00 and serving 271 customers.
 - East Rapid Response team served 4 companies and assisted 35 employees.
 - East placed 29 secondary school PreITS students in paid work experience positions.
 - East provided services to 207 distinct Justice Involved Individuals during PY 21-22.

II. East Realizations

- East maintained 14 Access Points and continues to coordinate additional venues to establish Access Points in each of its 16 counties. As resources diminish Access Points and Specialized Centers are the methodologies for brand expansion, public use, and accessibility.
- Reentry and paid work experience education opportunities struggle in the aftermath of COVID. Local jails, school systems, and employers continued their limited access to outsiders.
- COVID demonstrated the need for improved technology. East pursued additional technologies to enhance the access of the AJC System's services.
- Board staff supplemented UI meaningful assistance response during heavy UI activity.
- Employment outreach efforts—especially job fairs both in-person and virtually—are not as effective in comparison to previous periods of economic retrenchment.
- Paper job employment applications are a necessary component to job search because of lack of broadband in remote areas, computer-phobic clients, and lack of computer savvy customers.
- Robust changes to supportive services policy are necessitated by aftermath of COVID.
- Engagement of youth/development of a talent pipeline required changes to Paid Work Experience policy.

III. East Performance

- East LWDA met or exceed all elements of Q4 PY 21 WIOA Title I WIOA Core Performance Measures while serving one of every 5 adult, dislocated worker, and youth customers (combined totals) throughout Tennessee's workforce service delivery network.

- East LWDA achieved either Best Practice, Target Achieved, or Approaching Target ratings for ten of twelve Key Performance Indicators for PY21 Q4.

IV. East Success Stories

An individual came to us in 2015 requesting assistance with attending TCAT for the Practical Nursing Program. Due to medical reasons after just a few months she had to drop. She came to us again requesting help in August of 2021. She was receiving SNAP benefits and was also a single mom. She faced difficulties again this past year with the loss of her mother. She was determined to finish no matter the cost. She only missed one day in the term of her program. Today she is a LPN and is working and is considering going forward to pursue her RN.

A youth that came to the American Job Center in Morgan County for assistance with Work First. As CS talked with him, we found out that he had a troubled past and wanted to become a Correctional Officer and mentor to troubled youth like himself. He had lost his home to a fire in previous months and was living in a tent at a friend's home. He was taking showers at the nearest truck-stop. He gained employment at the Morgan County Correctional Complex and needed assistance with travel/gas and uniforms. Title I was able to provide this assistance. He has since continued his employment at the Correctional facility where he has been moved to the Bledsoe complex in Bledsoe, Tennessee.

Work First!

Anderson County (February/March 2022) – Jon was referred to the AJC from an employment contact after he secured a job as a forklift driver at a local employer as he needed steel toed boots. The Title I Career Specialist enrolled him in the program, and he was able to get a voucher for the boots. His wife Samantha indicated she wanted to get back into the workforce and had experience in home health. She stated she wanted to become a CNA. The Title I Career Specialist sent her information about a local free CNA training program where she could receive hands-on training while getting paid. She was enrolled in the WIOA program, and she was able to get a voucher for scrubs. Two low-income parents were able to secure employment and/or supportive services.

Co-enrollment

Campbell County (October 2020 – May 2022) - Tristan was enrolled with Title I and was referred to SNAP E&T. He was attending the Automotive Technology program at TCAT. Both Title I and

SNAP E&T assisted him while he worked on completing his program. He earned an Automotive Technician diploma and was hired soon after at a local car dealership full time, 40 hours per week at \$14.00 per hour.

Re-entry - Results from the One Stop Re-entry Shop

Knox County (April 2022) - Knoxville Reentry Advisor (Title III) reported a Justice-Involved client received case management assistance and applied for a job while at the One Stop Reentry Shop event at the AJC on April 7, 2022. The client was interviewed at the event, hired, and reported to work that day at 2:30pm. The client was extremely appreciative and thanked the Reentry Advisor stating that he couldn't have successfully found employment without her help. The client was hired as a Production Worker with a pay rate of \$16.00hr.

RESEA – Employment Obtained!

Knox County (April 2022) - RESEA Coordinator (Title III) reported a client assisted through RESEA obtained new employment as a manager with a local agency and reported a starting salary of \$45K.

Justice Involved Veteran Employed!

Knox County (April 2022) - DVOS reported a Justice Involved client received as a referral from the Veteran Treatment Court, received case management services to address barriers to employment, job readiness and job search activities. The client has secured employment as a supervisor with a construction company, starting at \$20hr.

Veteran Obtains New Employment!

Knox County (April 2022) - DVOS reported a veteran referred for help through VR&E obtained new employment as an office administrator with state government in a nearby State starting at \$17.31 per hour.

Barriers Reduced/Veteran Employed

Knox County (April 2022) - DVOS provided case management to a veteran who was hired full time with a wood product company at \$19.50 per hour. The veteran paid all re-instatement fees and his license has been re-instated.

Successful Employment for Veteran

Knox County (April 2022) - DVOS reported a VR&E case managed veteran accepted employment as a security officer in a neighboring county with initial pay rate of \$27.65 per hour scheduled to advance to \$34.25 per hour by the end of 2022.

Successful Pipeline of Veterans for Employment

Morgan County (April 2022) - During a routine employer follow-up with the Morgan County Correctional Complex (MCCX), the employer expressed their appreciation to the LVER for ongoing support from the AJC and TDLWD for their current staffing needs. MCCX stated that

LVER's efforts in providing MCCX with contact information/resources for the Ft. Campbell TAP process and access to LVER colleagues throughout the US, were extremely helpful in reducing staffing shortage (declined from 200+ unstaffed positions to the current deficit of 80+ unfilled positions). Further, MCCX stated that connection points to LVER's throughout the US assisted in the identification and hiring of 10-15 experienced Correctional Officers from other states within the US. Per MCCX, the success of these efforts has not been experienced in the past.

Co-enrollment Success!

Hamblen County (September 2022) - SNAP E&T and Title I Co-enrollment in Morristown were recognized by Lisa Johnson as having 100% co-enrollment!

NDWG Successful Employment

Scott County (March 2021 – March 2022) - Melody was unemployed at the start of the Pandemic. She had been a self-employed house cleaner prior to COVID. She sought help with employment and unemployment at the Scott County AJC. She started the National Dislocated Worker Grant program as a Covid cleaner/sanitizer for TCAT Oneida/Huntsville at \$15.00 an hour for 35 hours a week on 03/03/2021. Melody was very appreciative of this opportunity and worked very hard for her host employer. At the end of the NDWG grant, she was hired at TCAT as a Janitor/Custodian at the same pay rate and hours she had working through the NDWG grant.

Graduate from Lineman School!

Scott County (August 2021 – December 2021) - Harley wanted to improve his family's financial situation by gaining technical training as a Powerline Installer. He entered the TCAT Oneida/Huntsville Lineman Program in the 2021 Summer Trimester, worked very hard and was very liked among his peers and instructors. He needed help with travel and tuition costs and was referred by his instructor to the AJC. He was enrolled and received WIOA Title I assistance with program costs. He graduated in December 2021 and was hired at a nearby electric company as a Lineman's Apprentice at \$27.00 per hour for 40+ hours a week.

RESEA Success!

Michael, a Hamblen County RESEA participant in February 2021, was referred to WIOA for training. Michael was enrolled in an IT technology program at TCAT and began classes in May 2021. He excelled in his first Trimester, applied for a position to assist the administrator, and was hired. He is scheduled for graduation in December 2022, and is gaining experience with acquired education.

Knoxville Justice Involved Individuals Hired!

Participating employer Republic Plastics reported they hired five individuals they interviewed through the May 2022 One Stop Reentry Event.

Vocational Rehabilitation Services to Morgan County Correctional Complex Customer

Customer was in the Morgan County Correctional MCCX career management program. He learned about 61/ TLD partnership through his reentry counselor and signed up for an interview. The customer was to be released and was determined to be successful in achieving employment and being self-sufficient. He spoke to the counselor in wanting a career that allowed him to overcome barriers that would impact opportunities for employment. Customer has a positive perspective and high sense of urgency to determine what the possibilities were in his community that would assist with his goals. He worked through all the barriers of obtaining work documentation and identification. While incarcerated, customer completed the intake for Vocational Rehabilitation and was found eligible to receive services. Customer was able to express what his desires were in planning for his employment goal and supports required to obtain the goal. The customer assisted in developing an Individualized Plan for employment which provided a pathway to achieving his employment goal. Upon release he entered into the TLD program. He studied and prepared well and was able to complete the requirement in a expedited time. He began the on the road training and completed it successfully and is in his

own contracted truck route today. The Vocational Rehabilitation program is excited for the success this customer has achieved.

Monroe County Co-enrollment for Justice Involved Individual

A customer was referred to SNAP E&T by DHS interested in welding. After confirming with training provider that past justice involvement would not hinder career in welding, customer was enrolled SNAP E&T program and registered for welding at TCAT-Athens. He was co-enrolled with WIOA Title I for support services. He navigated delays during the Pandemic, and completed the welding program in December 2021 and started a job at a local welding & fabrication business as a welder in early 2022. He reported he is thankful for the training and the encouragement from his workers.

Blount County Co-enrollment Success!

Customer was referred to SNAP E&T by WIOA Title I. Her plan was to start the LPN program at TCAT- Knoxville. Customer advised she needed assistance with several items for the LPN program not covered by Pell grant. SNAP E&T assisted participant with scrubs & supplies needed for the training, and WIOA Title helped customer with remaining unmet need and travel for the year long program. Customer successfully completed training in spring 2022 and began a new job at a local medical facility in early fall 2022 as an LPN full time making over \$22.00 hour. Customer was able to successfully transition off of SNAP benefits with new career as an LPN.

Co-enrollment Success in Loudon County!

Customer was referred to SNAP E&T by WIOA Title I in early 2022, interested in completing CDL training. Title I had provided school options, and customer started attending CDL training at local school in Spring 2022. SNAP E&T assisted participant with tuition and fees for training, and WIOA Title I assisted with travel for the program. Customer successfully completed training in spring 2022 and started working soon after as a driver for a local bottling company making over \$23.00 per hour working full time. Customer was able to successfully transition off of SNAP benefits with new career as a truck driver.

Scott County Success in Electrical Program!

A customer in Scott County began attending the RCI Electricity Program at the TCAT in Jacksboro after he enrolled in WIOA Title I for assistance with tuition and transportation. He worked very hard in the classroom and toward the end of the program, obtained his State License. Soon afterwards, he graduated (Spring of 2022). He now runs his own business.

Blount County Successful Co-enrollment in WIOA Title I and Adult Education!

A customer began working to obtain the High School Equivalency Diploma in 2002. Life factors impacted her ability to complete the program. She was a single mother of two children working in a variety of fields to support her family. In 2020, a close relative passed away and she took custody of his two small children. Suddenly, she was a single parent with four children. She began a work experience program with Title I and was hired by a local agency. She had passed three of her High School Equivalency Test (HiSET) subjects by mid-2021. In May 2022, she passed the fourth, and in June 2022, she passed her fifth and final subject. She has her HiSET, is employed and has goals as a future business owner.

Driver's License Re-Instatement in Knox County to Obtain Employment

In May, 2022, a veteran in DVOP case management was unable to secure employment due to not having a driver's license, having over \$8,000 in fines over several counties plus a reinstatement fee. Through case management, the veteran worked with driver's license bureau to pay off fines and made payment arrangements for the reinstatement fee. The veteran is scheduled to start work with a new job soon.

Sevier County Veteran Housed and Employed!

In June 2022, Knoxville DVOP staff received a referral to assist a veteran living in the Sevier County area. The veteran was unemployed and homeless, living in his vehicle. The DVOP met in person with the veteran at the Sevier County AJC. Through case management, the Veteran was temporarily housed while awaiting a more permanent housing solution, and secured employment with a local retail store.

Knox County Veteran Obtains Housing and Employment!

In June 2022, through case management, DVOS staff assisted an SBE Veteran with primary barriers to employment that included housing issues, low-income and unemployed. The

Veteran was living in temporary housing with family. Through case management and assistance provided by VOA, the Veteran is now housed in an apartment and is working on a production line with a local employer making \$20 per hour.